WSMplannet

V4.7.2

Security Incident Management User Guide

v1.0

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1 Introduction

1.1 Security Incident Management Module

Welcome to the WSM Security Incident Management system.

This is the first version of the software and has been designed with the main function being to assist an organisation's Security Team in the management of the inevitable paperwork inherent to their work. In doing this the system assists them with day-to-day work processes and reporting to other stakeholders, management, colleagues and outside agencies.

The system is designed around recording incidents, and their characteristics, as they occur and prompting Security Teams to collect complete information at the time it happens. In addition, the Security Incident Management module assists them in expediting the solution and escalating to external authorities or management, as needed.

The WSM Security Incident Management module provides users with a recording system for a myriad of incident types coupled with a sophisticated lost property management component. The system then allows management at all levels to search this register of incidents and lost property so that they can effectively manage public safety & policies affected by workplace trends. The system is online and real-time in operation, thus SMS alerts and e-mails can be automatically generated to interested parties and stakeholders or manually initiated.

This is the first release and there will be further enhancements over the next twelve months to complement this starting point.

1.2 WSM Enterprise

FM Innovations develops sophisticated software solutions that are easy to use in order to manage the ever-increasing complexity of the Facility, Property and Asset Management industries. Our innovation has placed us at the forefront of these industries and we continue to deliver new and exciting products to the market. WSM Enterprise is the preeminent software product in the industry, backed by dedicated staff that develop key performance indicators based on your business and customise a software system that measurably helps you achieve those objectives. WSM Enterprise is the definitive software in the Facility, Property and Asset industries. WSM Enterprise provides you with full control of your enterprise wide operational data and can be recorded and reused across the various components.

It provides:

- A safe and secure workplace
- Corporate responsibilities that are managed is a simple but sophisticated way
- A standardised best practice approach to critical processes within the organisation
- An easy to use interface in conjunction with a powerful report and function driven database
- Much, much more..

WSMenterprise has many components allowing clients to pick and choose the functionality they wish to focus on; including:

- Works and Asset Management
- Works and Asset Management for Service Providers
- Room Event Management
- Incident Management (WSM Incident Management)
- Vehicle and Fleet Management (WSM Vehicle Management)
- Property and Lease Management (WSM Property)
- Space and Personnel Management (WSM Space Management)
- Visitor Management
- Sustainability Management
- Contract Management

1.3 About FM Innovations

FM Innovations turns 15 this year, created in 1997 by Kristiana Greenwood and Ray Lodge in Melbourne. From day one, FMI started innovating and filling gaps in the market. Here's the quick history of what they did and how they did it.

Kris and Ray saw a software need in the Property & Facilities Management market. Large systems were in use in large corporations, but what was missing was value for money and true 'fit' for an organisation.

1.3.1 Aperture Space Management

FMI began by distributing and implementing a premier space management system called Aperture Visual Information Manager. This was a US based product for which FMI was the sole distributor in Australia and Asia Pacific. Rather than just specify and install software, we worked closely and in detail with clients to optimise the use of space. In each case this resulted in significant cost savings to the client (see some of our case studies to read the measurable savings they enjoyed).

As a result, FMI began to win large corporate and Government contracts all around Australia.

As our reputation grew in the Facilities Management market, we were asked by a satisfied client base to provide software solutions that dealt with all aspects of asset & works management and optimisation. Not just space management.

1.3.2 WSM Enterprise

But market research confirmed nothing existed that would really do the job. Further R&D by our growing technical team lead to the design specification for the WSM Enterprise software. WSM Enterprise was the first true Works Management system designed for property, not industry.

Through 1998, FMI created a revolutionary simple-to-use asset management system. By the end of 1998 we had delivered our first system. And over the years, it has evolved further to include a Property and Lease Management module, Contract Management module, Vehicle Management module, Visitor Management module and a comprehensive Room Event management module. This suite of software has now been implemented throughout Australia and overseas.

We also created Australia's first Sustainability module covering the management and analysis of energy, waste and water usage. It helps our clients monitor their usage both during working hours and after hours. It is integrated into the standard FM-Works software so there is no additional cost to our clients.

1.3.3 WSM Industrial

And now, FMI has gone one step further and addressed the Property & Facilities Management companies. The result is WSM Industrial, which helps property managers responsible for managing multiple clients over multiple sites. This model offers key, unique functionality directed specifically at the larger commercial services or property & facilities management companies.

Three benefits make WSM Industrial unique and highly valued.

First, just like all our other modules, WSM Industrial can be linked with your existing systems. That means dissemination of data can be directed between key operational databases but without the need for double entry.

Second, it produces fast reports covering all aspects of your property & facilities portfolio at any level.

And third, WSM Industrial lets you purchase 'bands' of your clients, which creates a very attractive price entry point into the software. As your business grows, so does the system and incremental payments aligned with staggered client growth makes the ROI expeditious and the costs manageable.

1.3.4 Behind the Testimonials

FMI is a company that delivers cost effective business solutions in the Property and FM management disciplines. We have won, and retained, large contracts with both corporate and State Government agencies nationally and we look forward to continuing to lead the way in providing unique solutions to this prospering market.

Our integrity and Code of conduct is strongly reflected in our professionalism and the calibre of outstanding staff employed at FMI. Our staff are our biggest asset and we all have a passion for what we do and what we stand for. There is no doubt that we believe we are good, but the proof is in the delivery and every one of our clients is happy to affirm and lay testament to our belief!

To read about our clients' experiences click here.

For more information please contact us.

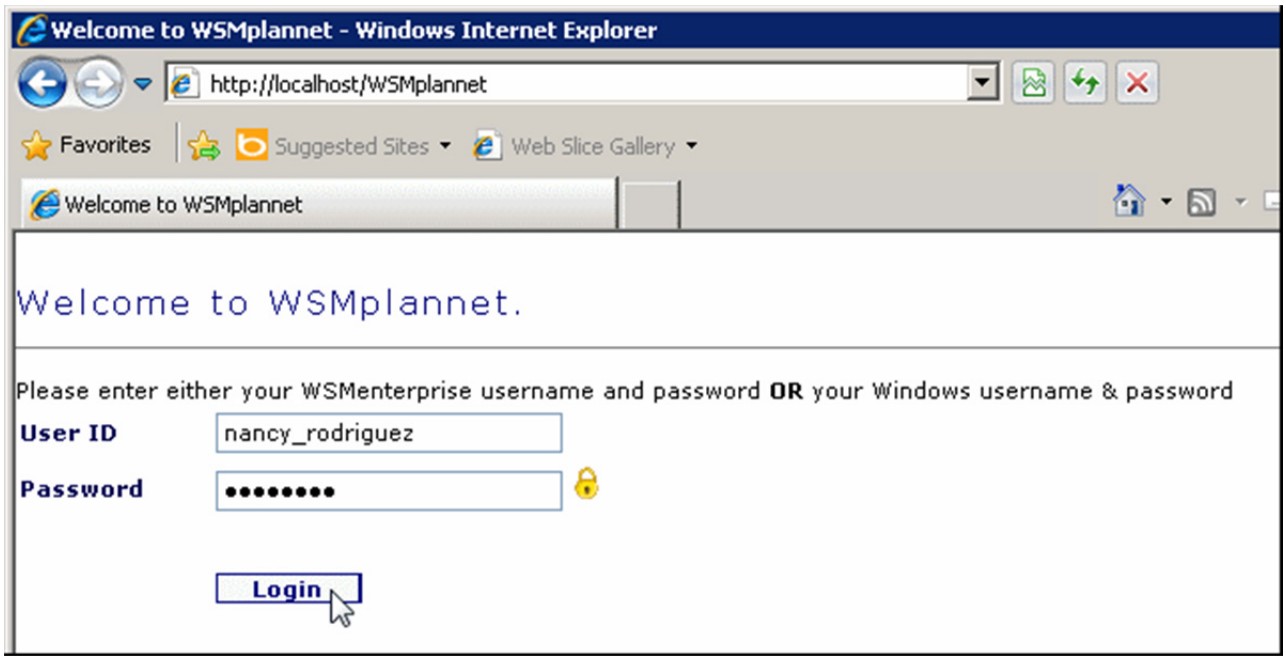
2 Getting Started

2.1 Logging on to WSMplannet

How to Log On to WSMplannet
Browser Requirements

2.1.1 How to Log On to WSMplannet

1. From your desktop, launch an internet browser session.
2. In the address bar, enter the URL of WSMplannet.
3. Hit <ENTER>.
4. The Welcome to WSMplannet screen appears.
    a. In the **User ID** field, enter your WSMenterprise user name or your Windows user name.
5. In the **Password** field:
    a. If you used your WSMenterprise user name, then enter your WSMenterprise password.
    b. If you used your Windows user name, then enter your Windows password.
6. Click **Login**.



2.1.2 Browser Requirements

- Enable JavaScript.
- For an optimal experience:
- Use Windows Internet Explorer browser version 7.0+.
- View at 1024x768 pixel resolution or better.

2.2 Launching the Security Incident Management Module

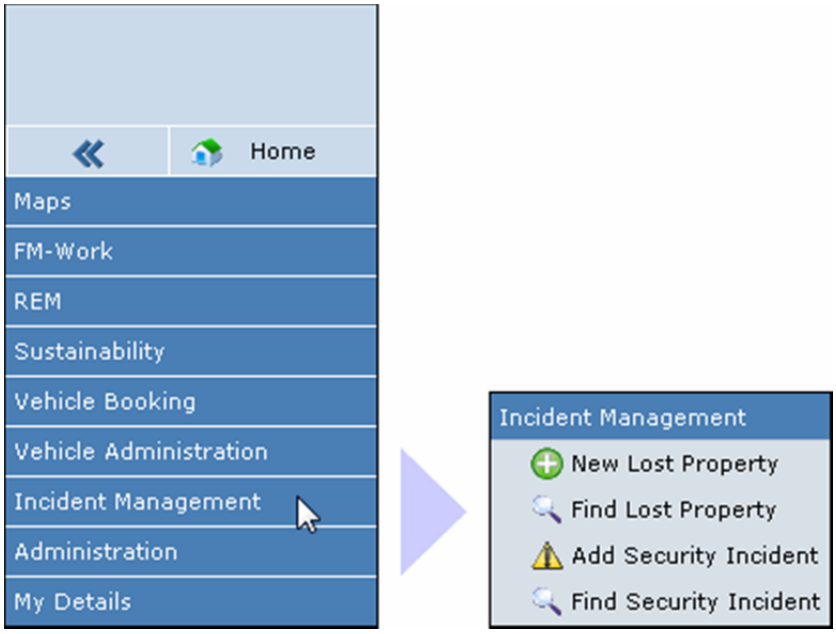
Introduction
How to Launch the Security Incident Management Module

2.2.1 Introduction

The Security Incident Management module is comprised of lost property and security incident management components.

2.2.2 How to Launch the Security Incident Management Module

1. In the Main Menu, click **Incident Management**.
    a. The row will vertically expand to reveal the module's components:
        i. New Lost Property
        ii. Find Lost Property
        iii. Add Security Incident
        iv. Find Security Incident



2.3 Interface

3 Incident Management

3.1 Overview

Chapters Discussed

Chapters Discussed	Description
Lost Property	The Find Lost Property component is used to search Incident Management using specified criteria and to return those results in an easy-to-read table format. The New Lost Property component is used to create a new lost property record; this record can be either (a) a report of a lost item or (b) the handing in of a found item. Prior to the record creation process, the component checks & displays the property records so that the user can verify if an item has already been reported as being lost.
Security Incidents	The Find Security Incident feature is used to search existing security incident reports and retrieve record(s) that match specified criteria. The Add Security Incident feature is used to create a new security incident record; each record contains details about an on-site safety or security related event, such as a medical emergency, altercation, broken item, or other accidents & mishaps.

3.2 Lost Property

3.2.1 Overview

Topics Discussed

Topics Discussed	Description
Find Lost Property	The Find Lost Property component is used to search Incident Management using specified criteria and to return those results in an easy-to-read table format.
New Lost Property	The New Lost Property component is used to create a new lost property record; this record can be either (a) a report of a lost item or (b) the handing in of a found item. Prior to the record creation process, the component checks & displays the property records so that the user can verify if an item has already been reported as being lost.

3.2.2 Find Lost Property

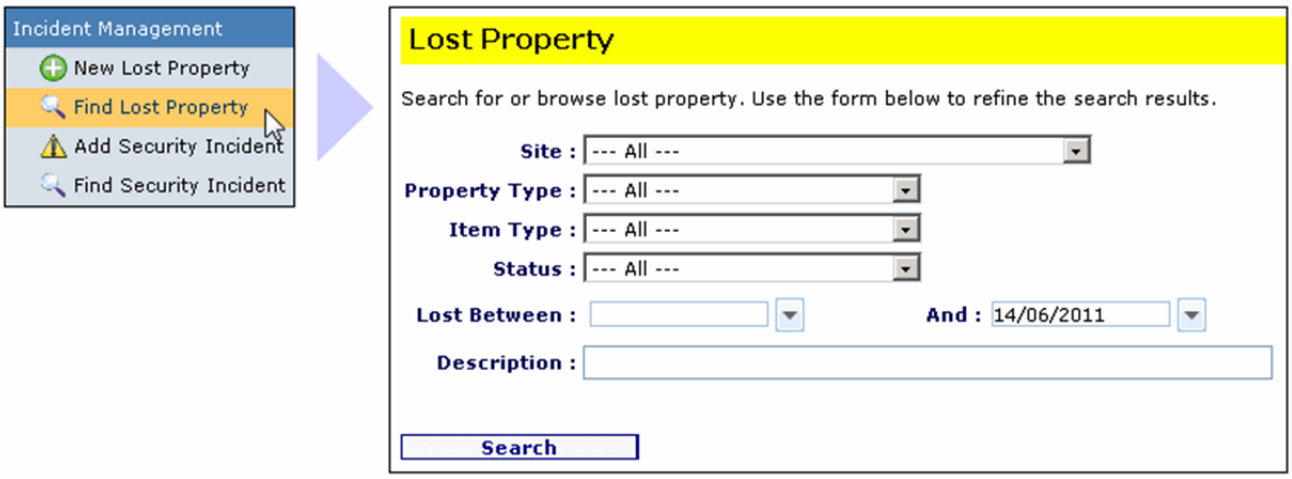
Purpose
Launching Find Lost Property
How to Search for Lost Property

3.2.2.1 Purpose

The Find Lost Property component implements user-specified search criteria to search for property records and, when matching content is found, displays results in an easy-to-read table format.

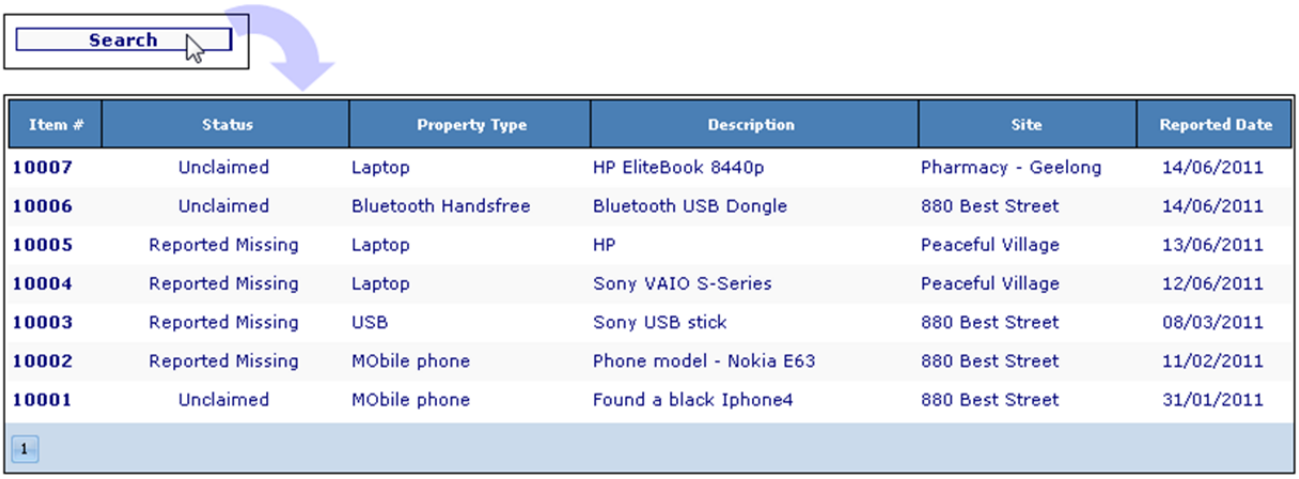
3.2.2.2 Launching Find Lost Property

1. From the Main Menu, click **Incident Management** to expand the module.
2. Click **Find Lost Property**.
    a. The Content Area will display the Lost Property panel.


Incident Management
New Lost Property
Find Lost Property
Add Security Incident
Find Security Incident
Lost Property
Search for or browse lost property. Use the form below to refine the search results.
Site : --- All ---
Property Type : --- All ---
Item Type : --- All ---
Status : --- All ---
Lost Between :
And : 14/06/2011
Description :
Search

3.2.2.3 How to Search for Lost Property

1. Select Criteria
    a. To search for lost property, you can specify one of more search criteria using the available field options.
    b. In the **Site** field, select the location of where the property was lost.
    c. In the **Property Type** field, select the category of the location.
    d. In the **Item Type** field, select the category of the lost item (e.g., cell phone, USB, etc.).
    e. In the **Status** field, select the most appropriate status of the lost item.
        i. Reported Missing: A record entry was made reporting the item as lost.
        ii. Unclaimed: The item has not yet been claimed.
        iii. Collected: The item was collected by the owner.
        iv. Disposed: The item was disposed of.
        v. Found: A record entry was made reporting the item as found.
    f. In the **Lost Between** and **And** fields, click the field to activate a mini-calendar and select a meaningful date range.
    g. In the **Description** field, enter word queries to search the description entries.
    h. Click **Search**.
        i. To view all record results, do not complete any search criteria fields.
2. View Results
    a. The results table displays the following information:
        i. Item No.: Identification number assigned to the item by the Incident Management system.
        ii. Status: Current status of the item.
        iii. Property Type: The category of the lost item.
        iv. Description: A description of the item.
        v. Site: The location of where the item was reported lost.
        vi. Reported Date: Date of when the item was reported lost.


Search
Item # Status Property Type Description Site Reported Date
10007 Unclaimed Laptop HP EliteBook 8440p Pharmacy - Geelong 14/06/2011
10006 Unclaimed Bluetooth Handsfree Bluetooth USB Dongle 880 Best Street 14/06/2011
10005 Reported Missing Laptop HP Peaceful Village 13/06/2011
10004 Reported Missing Laptop Sony VAIO S-Series Peaceful Village 12/06/2011
10003 Reported Missing USB Sony USB stick 880 Best Street 08/03/2011
10002 Reported Missing MObile phone Phone model - Nokia E63 880 Best Street 11/02/2011
10001 Unclaimed MObile phone Found a black Iphone4 880 Best Street 31/01/2011
1

3.2.3 New Lost Property

Purpose
Launching New Lost Property
How to Report a Lost Item
How to Hand-in a Found Item

3.2.3.1 Purpose

The New Lost Property component is used to create a new lost property record; this record can be either (a) a report of a lost item or (b) the handing in of a found item. Prior to the record creation process, the component checks & displays the property records so that the user can verify if an item has already been reported as being lost.

3.2.3.2 Launching New Lost Property

1. From the Main Menu, click **Incident Management** to expand the module.
2. Click **New Lost Property**.
    a. The Content Area will display the New Lost Property Record panel.

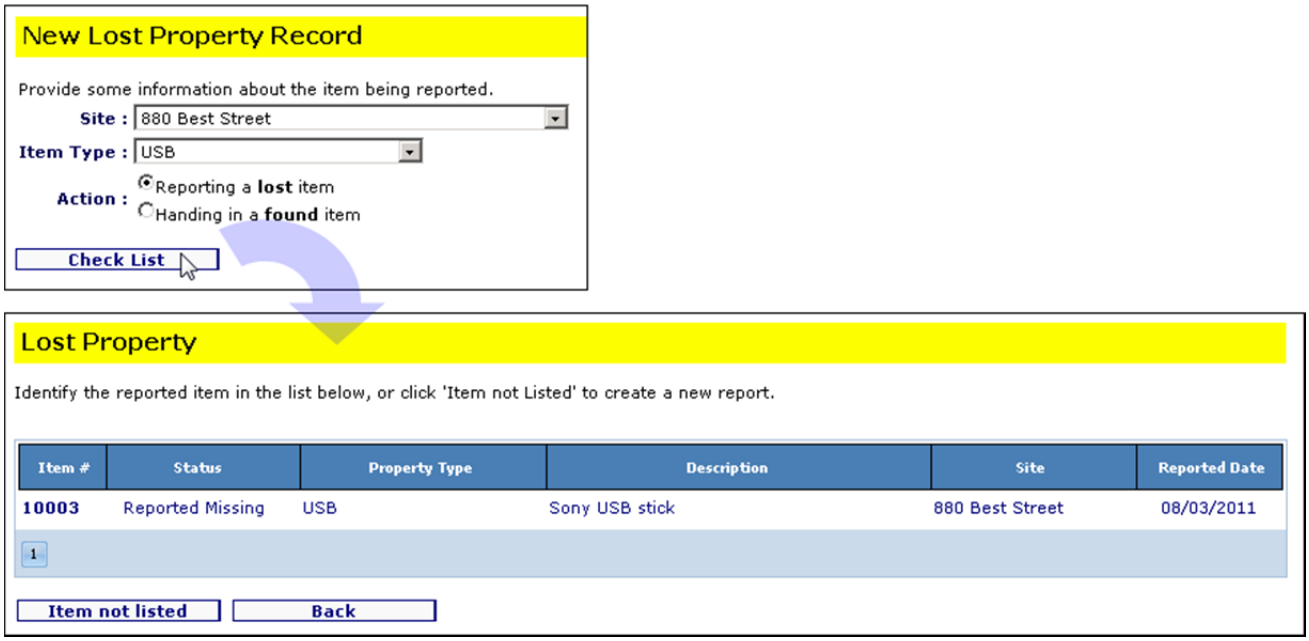
Incident Management
New Lost Property
Find Lost Property
Add Security Incident
Find Security Incident
New Lost Property Record
Provide some information about the item being reported.
Site : --- All ---
Item Type : --- All ---
Action : Reporting a lost item
Handing in a found item
Check List

3.2.3.3 How to Report a Lost Item

1. Initiate Item Search
    a. In the **Site** field, select the site location of where the item was lost.
    b. In the **Item Type** field, select the item's category (e.g., cell phone, computer equipment, etc.).
2. Reporting a Lost Item

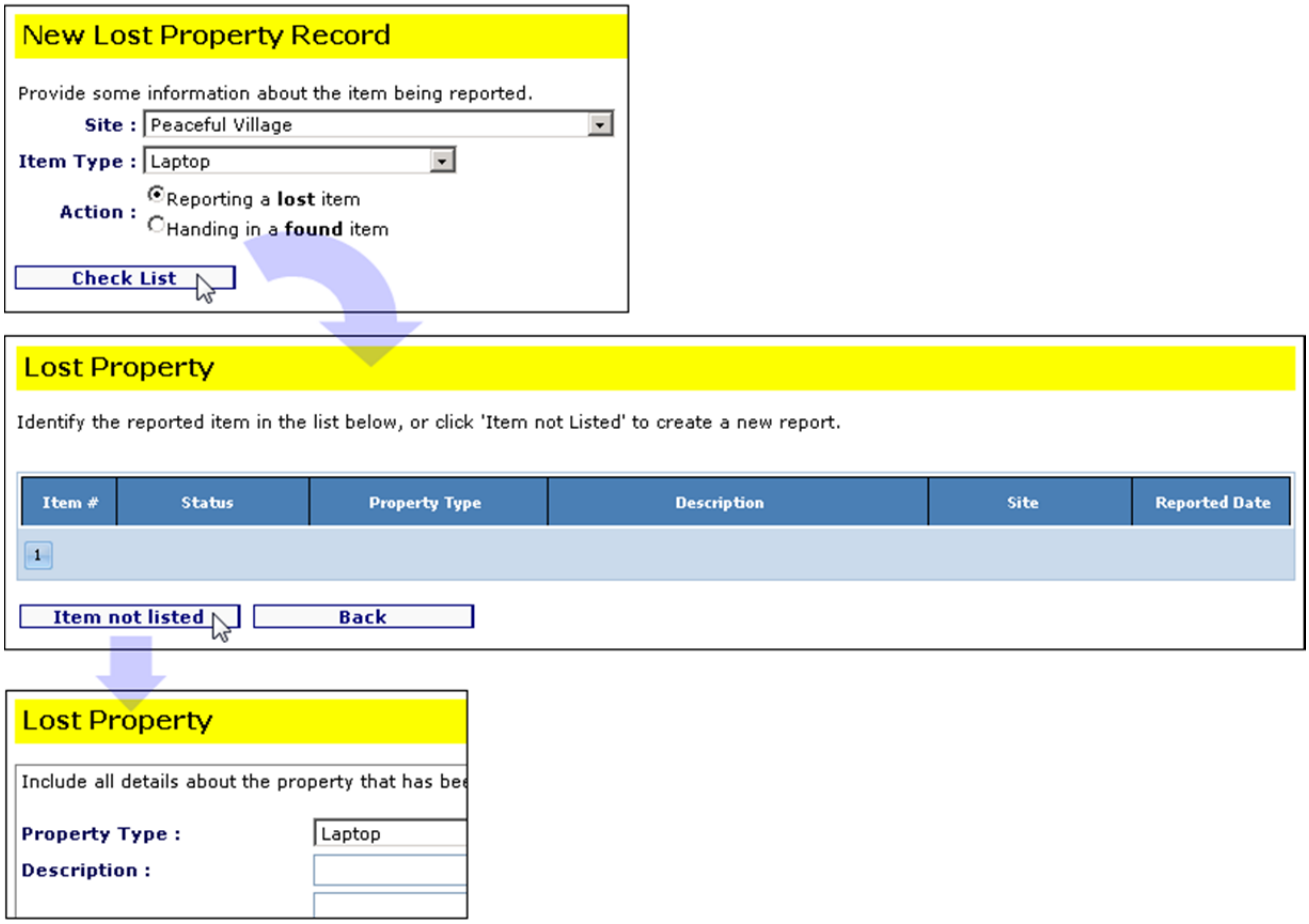
a. In the **Action** field, select **Reporting a lost item**.
b. Click **Check List**.
    i. The Lost Property panel appears displaying a list of matching records (if any).
c. In Example A below, the item (a USB stick) was already reported as lost, so a new record is not needed.

Example A

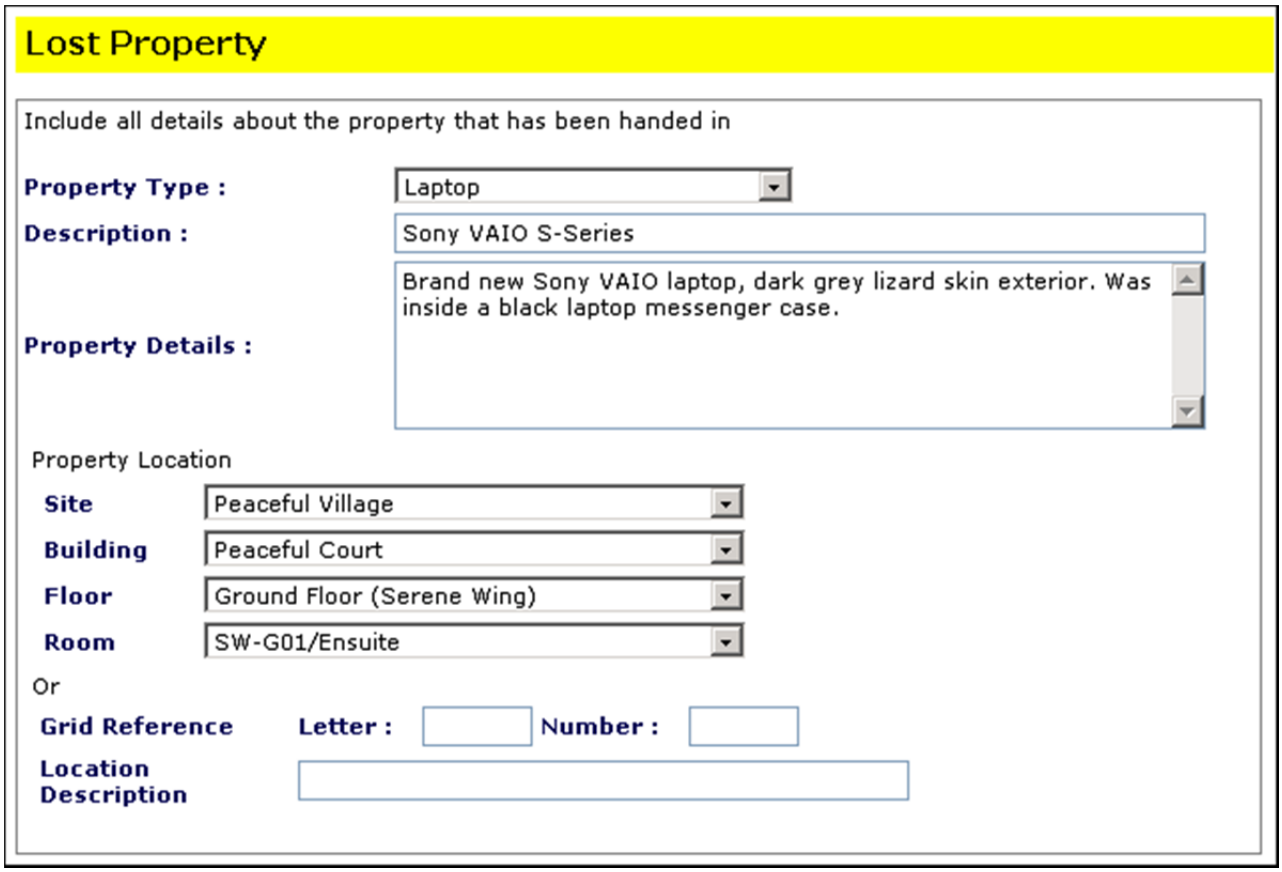

New Lost Property Record
Provide some information about the item being reported.
Site : 880 Best Street
Item Type : USB
Action : Reporting a lost item
Handing in a found item
Check List
Lost Property
Identify the reported item in the list below, or click 'Item not Listed' to create a new report.
Item # Status Property Type Description Site Reported Date
10003 Reported Missing USB Sony USB stick 880 Best Street 08/03/2011
1
Item not listed
Back

d. In Example B below, the item (a laptop) is not reported as lost, so a new record is needed.
e. Click **Item not listed**.
    i. The Lost Property panel refreshes displaying a series of fields.

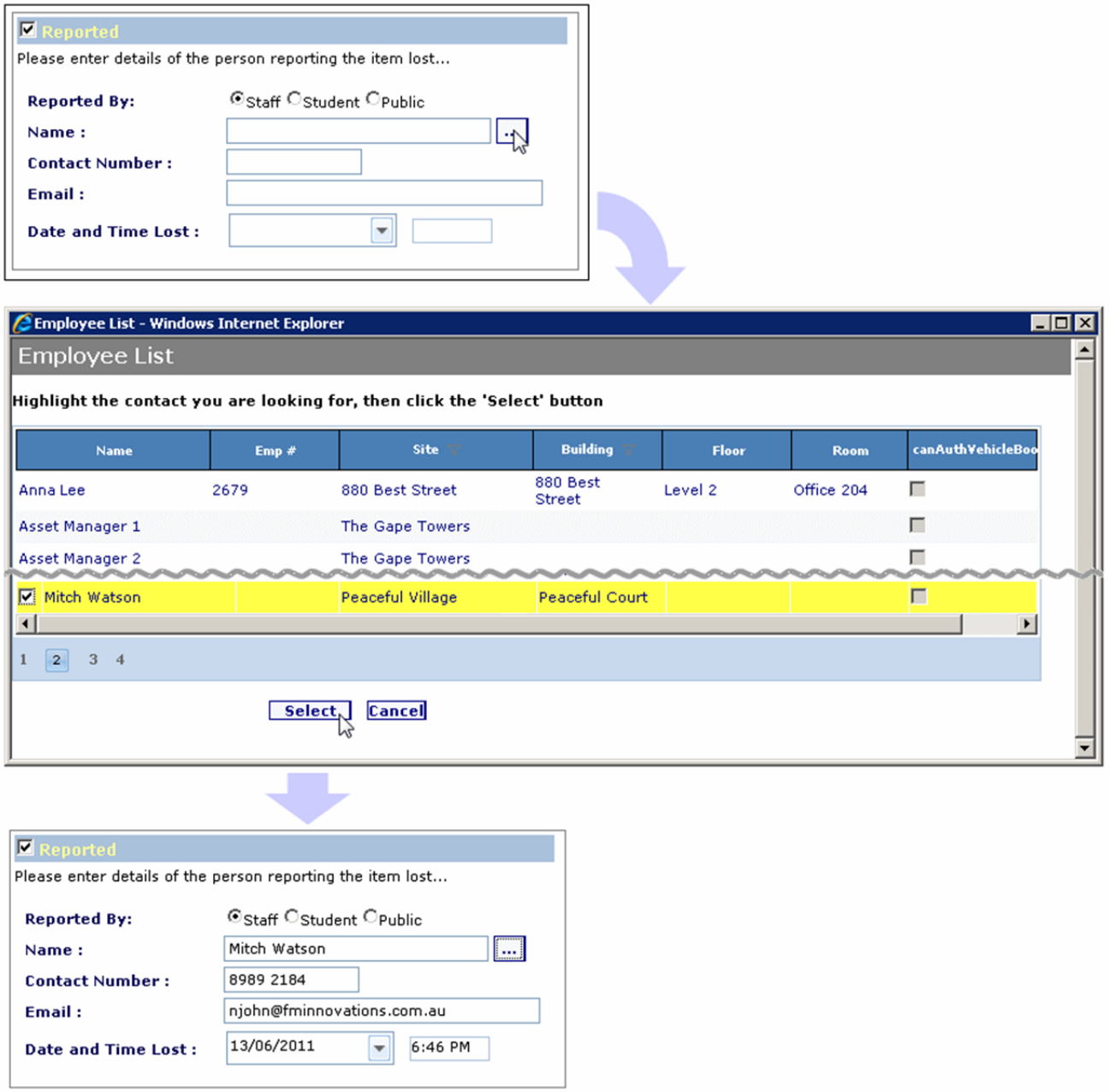
Example B



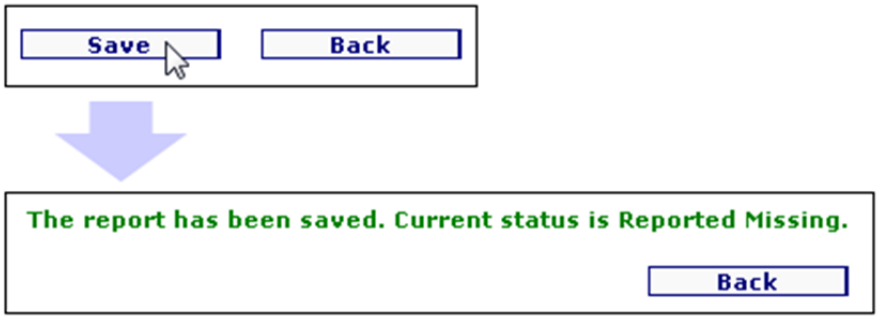
3. Specify Item Details
    a. In the **Property Type** field, the type (in this example, a laptop) should already be indicated — modify if incorrect.
    b. In the **Description** field, enter a brief description of the item.
    c. In the **Property Details** field, enter a more verbose description of the item.
4. Specify Location Details
    a. In the **Site** field, the location (in this example, Peaceful Village) should already be indicated — modify if incorrect.
    b. In the **Building** field, select the name of the building associated with the lost item.
    c. In the **Floor** field, select the floor of the building (e.g., Ground Floor) associated with the lost item.
    d. In the **Room** field, select the room associated with the lost item.
    e. If you are aware of the location's map coordinates:
        i. In the **Letter** and **Number** grid reference fields, enter the letter and number coordinates of the location.
        ii. In the **Location Description** field, enter a brief description of the coordinate's location.



5. Specify 'Reporter' Details
    a. If information about the person who reported the lost item is available, then select the **Reported** check-box.
    b. In the **Reported By** field, indicate whether the reporter is a staff member, member of a student body, or a member of the public not affiliated with the company or a school.
    c. In the contact detail fields, enter the indicated content or select an employee from the company's records:
    d. Select an Employee
        i. Click on the **more (ellipsis: ...)** box.
            a. The Employee List window appears.
        ii. Scroll down and/or select a page until the desired employee is found.
        iii. Select the employee's check-box.
            a. The employee row will highlight yellow.
        iv. Click **Select**.
            a. The contact detail fields will populate with the employee's content.
            b. The **Date and Time Lost** field defaults to the current date and time.



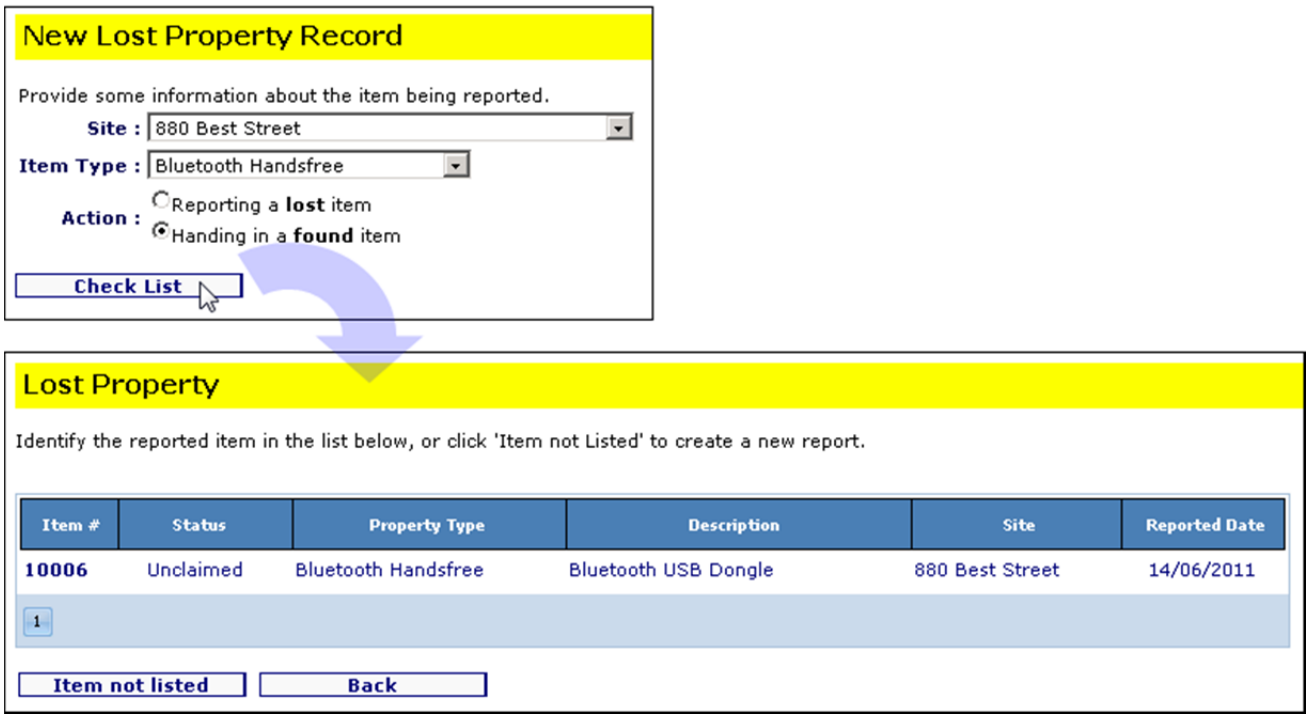
6. Finalise
    a. Click **Save**.
        i. The status message appears, "The report has been saved. Current status is Reported Missing.".



3.2.3.4 How to Hand-in a Found Item

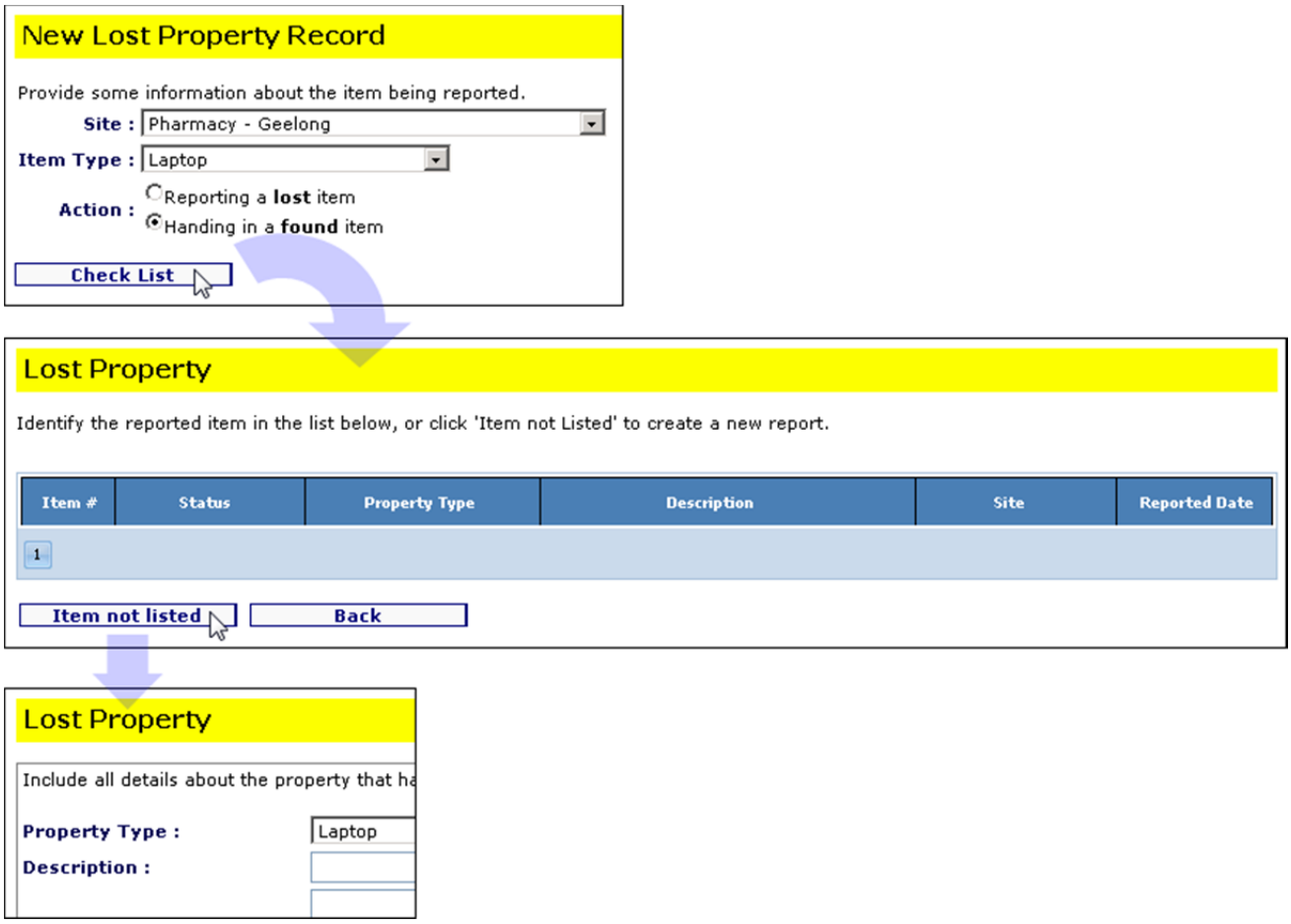
1. Initiate Item Search
    a. In the **Site** field, select the site location of where the item was found.
    b. In the **Item Type** field, select the item's category (e.g., cell phone, computer equipment, etc.).
2. Handing in a Found Item
    a. In the **Action** field, select **Handing in a found item**.
    b. Click **Check List**.
        i. The Lost Property panel appears displaying a list of matching records (if any).
    c. In Example C below, the item (a Bluetooth dongle) was already reported as found, so a new record is needed.

Example C

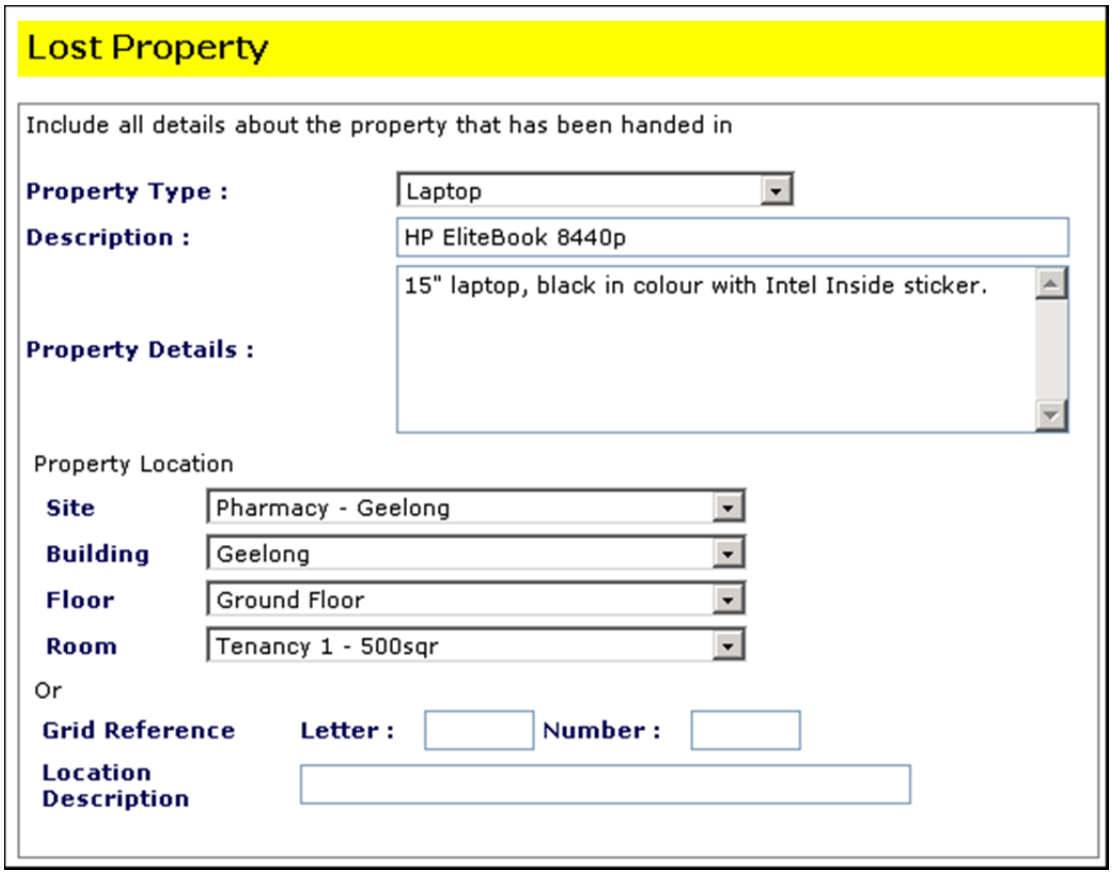

New Lost Property Record
Provide some information about the item being reported.
Site : 880 Best Street
Item Type : Bluetooth Handsfree
Action : Reporting a lost item
Handing in a found item
Check List
Lost Property
Identify the reported item in the list below, or click 'Item not Listed' to create a new report.
Item # Status Property Type Description Site Reported Date
10006 Unclaimed Bluetooth Handsfree Bluetooth USB Dongle 880 Best Street 14/06/2011
1
Item not listed
Back

    d. In Example D below, the item (a laptop) is not reported as found, so a new record is needed.
    e. Click **Item not listed**.
        i. The Lost Property panel refreshes displaying a series of fields.

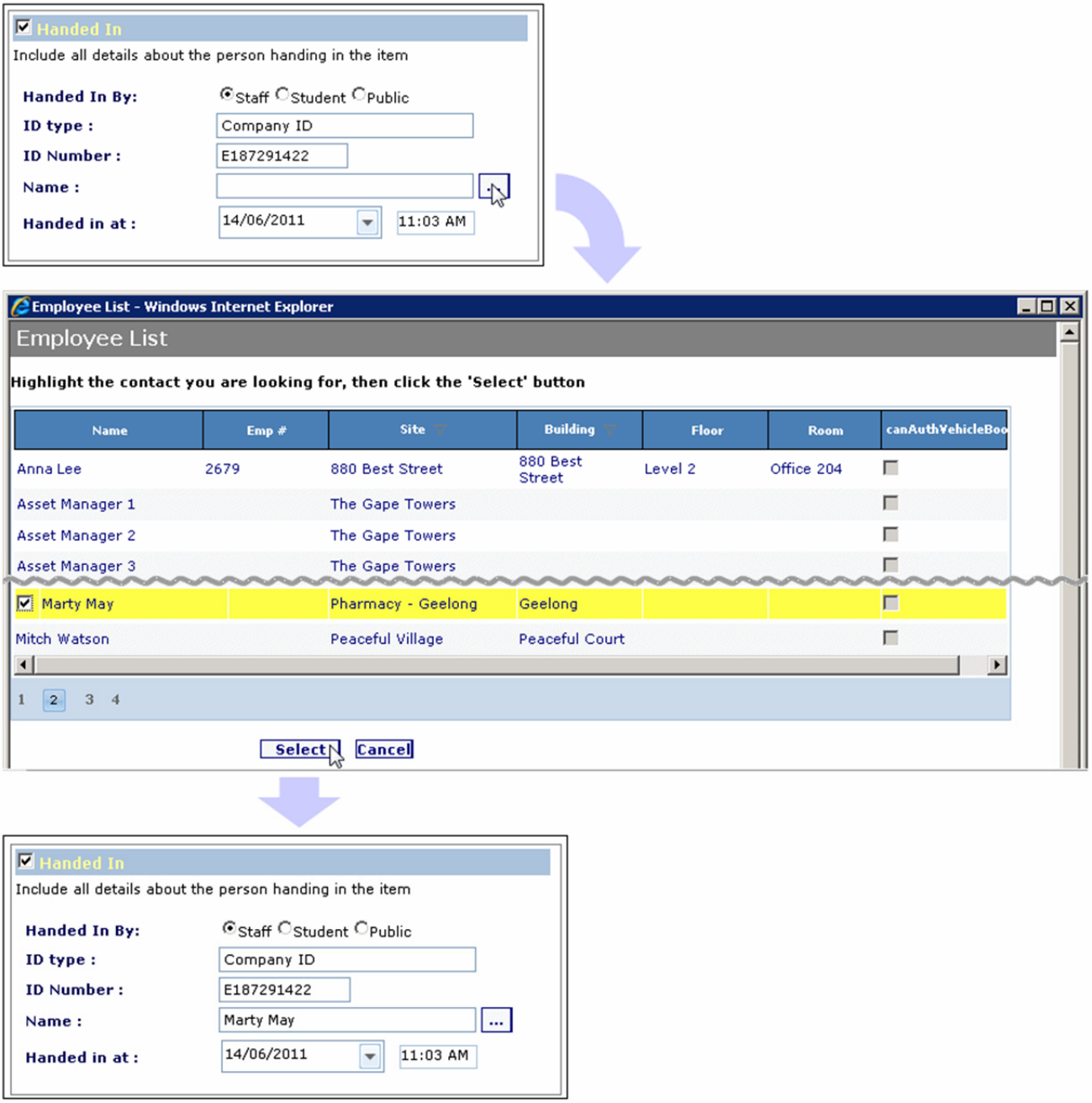
Example D



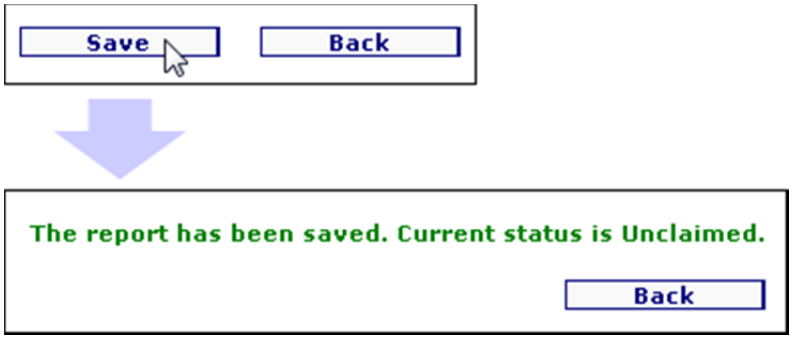
3. Specify Item Details
    a. In the **Property Type** field, the type (in this example, a laptop) should already be indicated — modify if incorrect.
    b. In the **Description** field, enter a brief description of the item.
    c. In the **Property Details** field, enter a more verbose description of the item.
4. Specify Location Details
    a. In the **Site** field, the location (in this example, Pharmacy - Geelong) should already be indicated — modify if incorrect.
    b. In the **Building** field, select the name of the building associated with the lost item.
    c. In the **Floor** field, select the floor of the building (e.g., Ground Floor) associated with the lost item.
    d. In the **Room** field, select the room associated with the lost item.
    e. If you are aware of the location's map coordinates:
        i. In the **Letter** and **Number** grid reference fields, enter the letter and number coordinates of the location.
        ii. In the **Location Description** field, enter a brief description of the coordinate's location.



5. Specify 'Returner' Details
    a. If information about the person who handed in the item is available, then select the **Handed In** check-box.
    b. In the **Handed In By** field, indicate whether the reporter is a staff member, member of a student body, or a member of the public not affiliated with the company or a school.
    c. In the **ID type** field, enter the type of identification presented by the person returning the item (e.g., company ID, student ID, etc.).
    d. In the **ID Number** field, enter the identification number of the returner's ID.
    e. In the contact detail fields, enter the indicated content or select an employee from the company's records:
    f. Select an Employee
        i. Click on the **more (ellipsis: ...)** box.
            a. The Employee List window appears.
        ii. Scroll down and/or select a page until the desired employee is found.
        iii. Select the employee's check-box.
            a. The employee row will highlight yellow.
        iv. Click **Select**.
            a. The contact detail fields will populate with the employee's content.
            b. The **Handed in at** field defaults to the current date and time.


Handed In
Include all details about the person handing in the item
Handed In By: Staff Student Public
ID type : Company ID
ID Number : E187291422
Name :
Handed in at : 14/06/2011 11:03 AM
Employee List - Windows Internet Explorer
Employee List
Highlight the contact you are looking for, then click the 'Select' button
Name | Emp # | Site | Building | Floor | Room | canAuthVehicleBoo
Anna Lee | 2679 | 880 Best Street | 880 Best Street | Level 2 | Office 204
Asset Manager 1 | The Gape Towers
Asset Manager 2 | The Gape Towers
Asset Manager 3 | The Gape Towers
Marty May | Pharmacy - Geelong | Geelong
Mitch Watson | Peaceful Village | Peaceful Court
1 2 3 4
Select Cancel
Handed In
Include all details about the person handing in the item
Handed In By: Staff Student Public
ID type : Company ID
ID Number : E187291422
Name : Marty May
Handed in at : 14/06/2011 11:03 AM

6. Finalise
    a. Click **Save**.
        i. The status message appears, "The report has been saved. Current status is Unclaimed.".



3.3 Security Incidents

3.3.1 Overview

Topics Discussed

Topics Discussed	Description
Find Security Incident	The Find Security Incident feature is used to search existing security incident reports and retrieve record(s) that match specified criteria.
Add Security Incident	The Add Security Incident feature is used to create a new security incident record; each record contains details about an on-site safety or security related event, such as a medical emergency, altercation, broken item, or other accidents & mishaps.
Step One	Define incident
Step Two	Specify details
Step Three	Specify property details
Step Four	Specify location
Step Five	Specify services

3.3.2 Find Security Incident

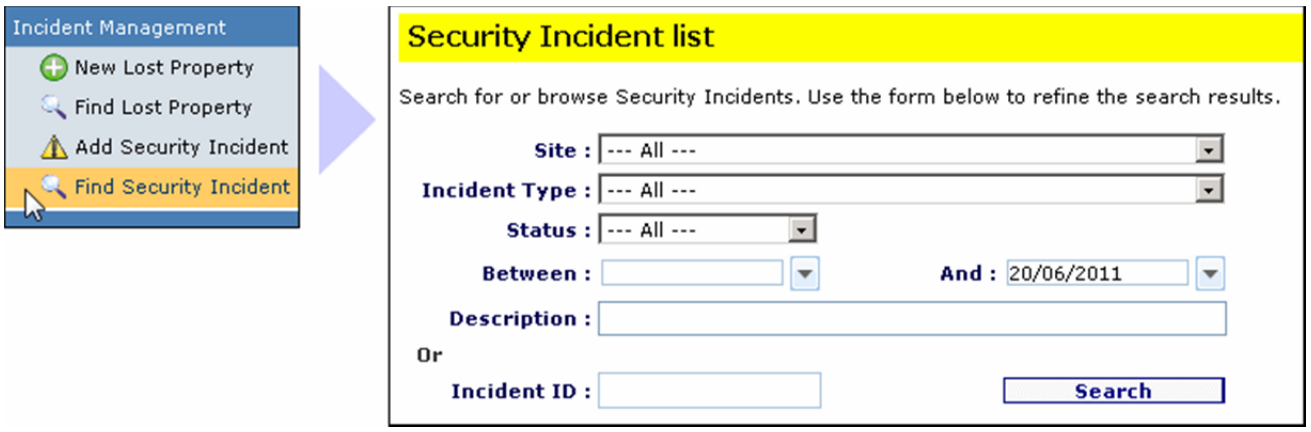
Purpose
Launching Find Security Incident
How to Search for Security Incidents

3.3.2.1 Purpose

The Find Security Incident component implements user-specified search criteria to search for incident records and, when matching content is found, displays results in an easy-to-read table format.

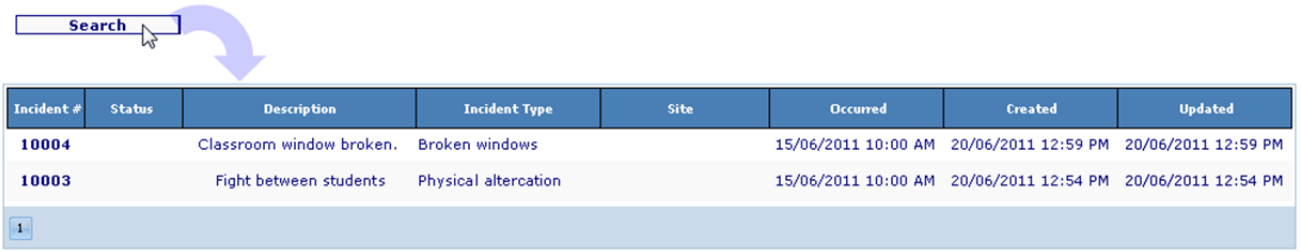
3.3.2.2 Launching Find Security Incident

1. From the Main Menu, click **Incident Management** to expand the module.
2. Click **Find Security Incident**.
    a. The Content Area will display the Security Incident List panel.



3.3.2.3 How to Search for Security Incidents

1. Specify Search Criteria
    a. In the **Site** field, select the incident's location.
    b. In the **Incident Type** field, select the nature of the incident (e.g., altercation, medical emergency, etc.).
    c. In the **Status** field, select the status of the incident.
        i. Options include:
            a. New
            b. Open
            c. Investigation Underway
            d. Complete
            e. Closed
    d. Indicate Incident Date Range
        i. In the **Between** field, enter a starting date in dd/mm/yyyy format or click the arrow to launch the mini-calendar.
        ii. In the **And** field, enter an ending date in dd/mm/yyyy format or click the arrow to launch the mini-calendar.
    e. In the **Description** field, enter keyword search queries that may appear in incident description entries.
    f. If you already know the identification number of the incident:
        i. In the **Incident ID** field, enter the incident's identification number.
2. Finalise
    a. Click **Search**.
        i. By default, all incident entries automatically appear when you browse to the Find Security Incident component.
    b. View Results
        i. The results table displays the following information:
            a. Incident #: The internal reference number of the incident.
            b. Status: The incident's current status.
            c. Description: The description of the incident.
            d. Incident Type: The type of incident.
            e. Site: The location where the incident occurred.
            f. Occurred: The date & time when the incident occurred.
            g. Created: The date & time when the incident record was created.
            h. Updated: The last date & time when incident record content was modified.
    c. Edit Record
        i. To edit a record, click on its Incident # — the Add Security Incident interface will appear with all content fields pre-populated as required.

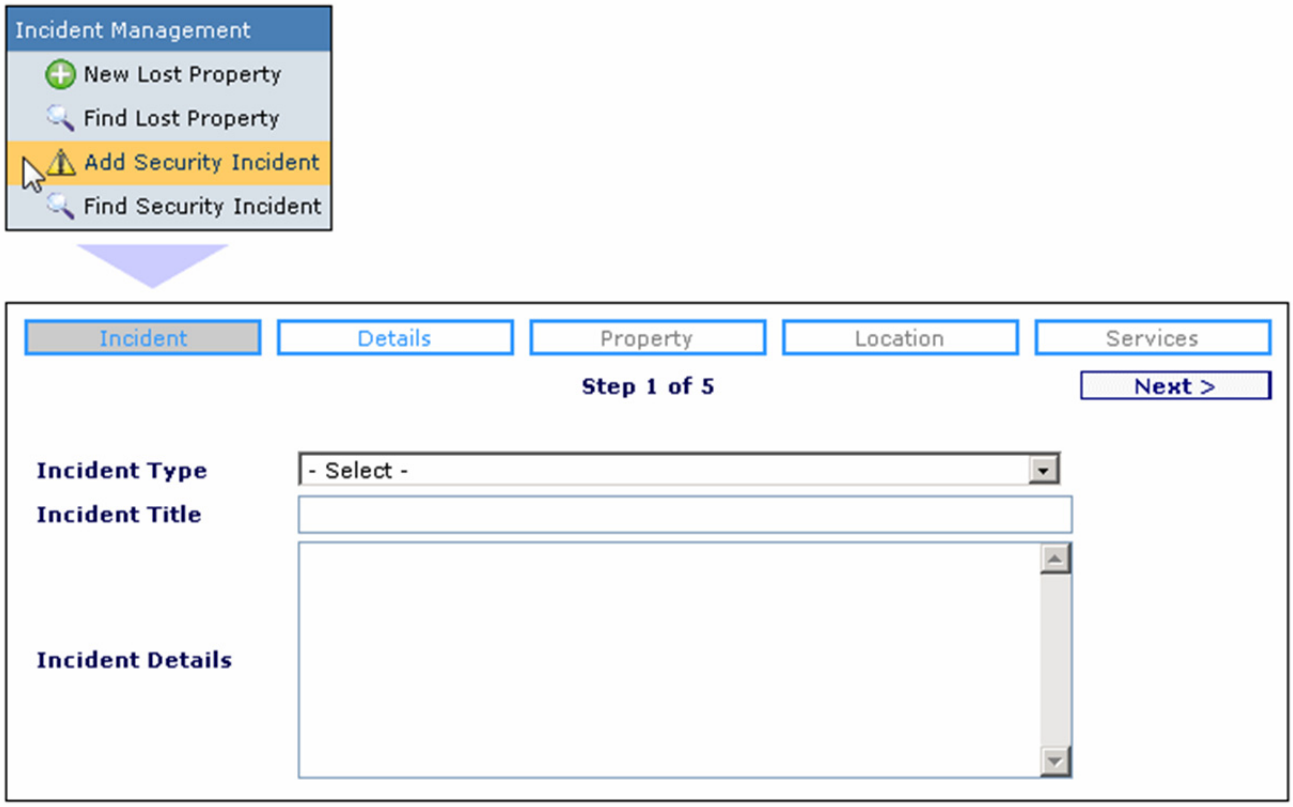


3.3.3 Add Security Incident

Launching Add Security Incident
Steps to Add a New Security Incident

3.3.3.1 Launching Add Security Incident

1. From the Main Menu, click **Incident Management** to expand the module.
2. Click **Add Security Incident**.



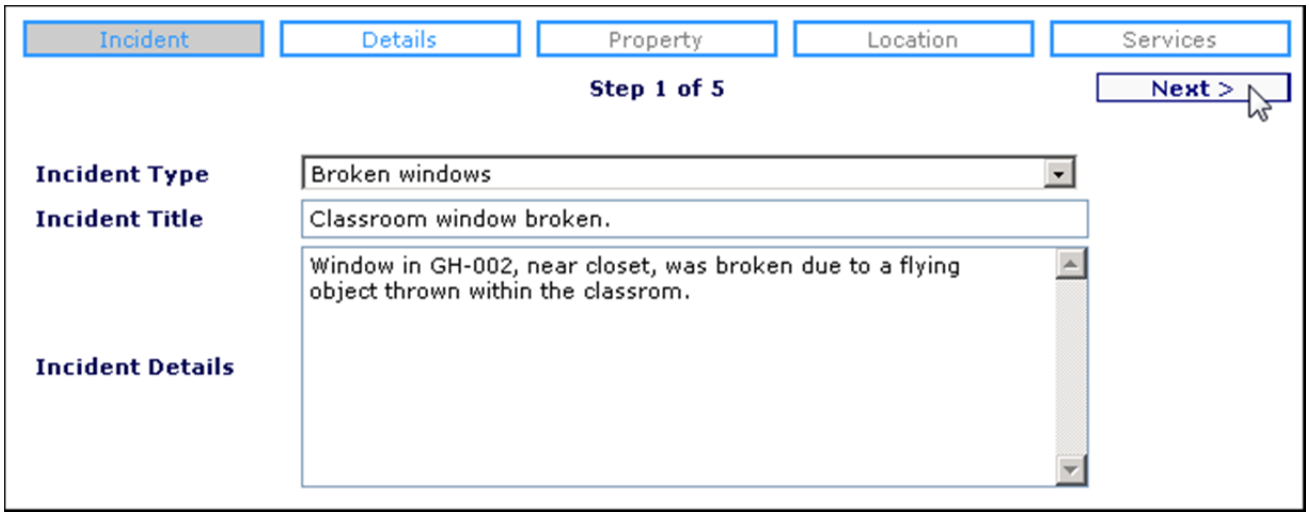
3.3.3.2 Steps to Add a New Security Incident

Step	Description
One	Define Incident
Two	Specify Details
Three	Specify Property Details
Four	Specify Location
Five	Specify Services

3.3.4 Step One: Define Incident

3.3.4.1 How to Define an Incident

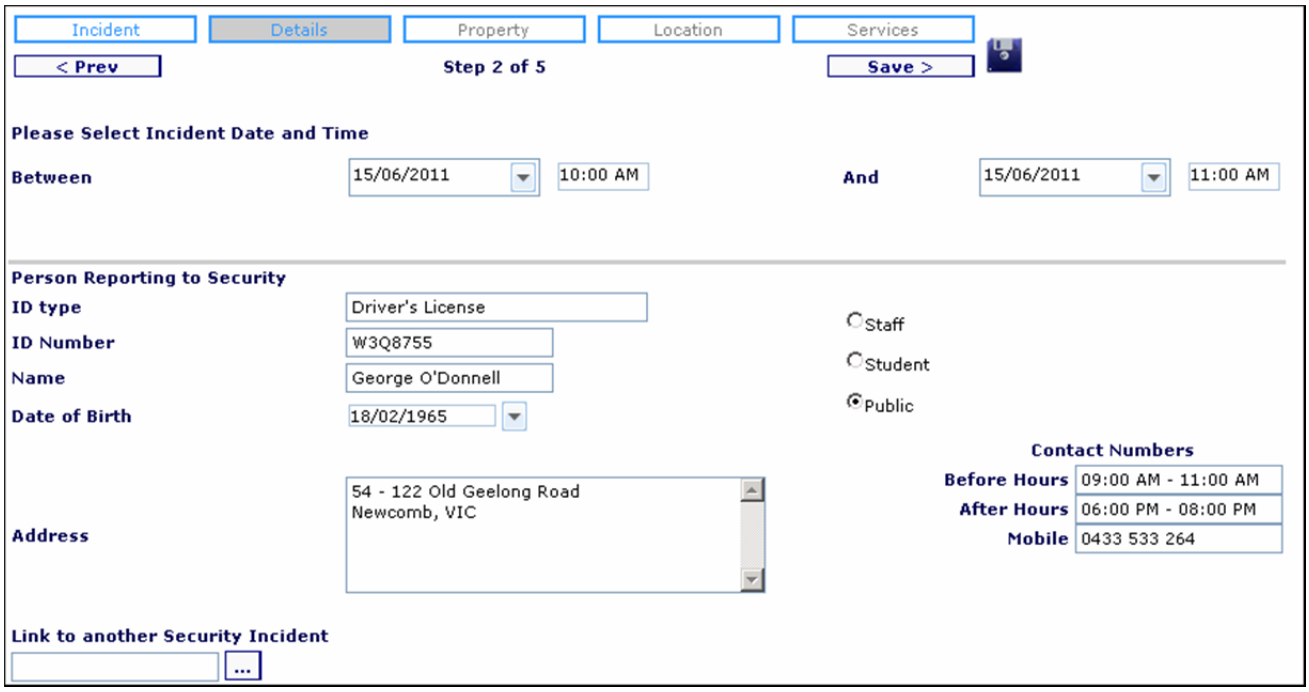
1. In the **Incident Type** field, select the most appropriate type of incident.
2. In the **Incident Title** field, enter a short descriptive name for the incident.
3. In the **Incident Details** field, describe the details and nature of the incident.
4. Click **Next**.



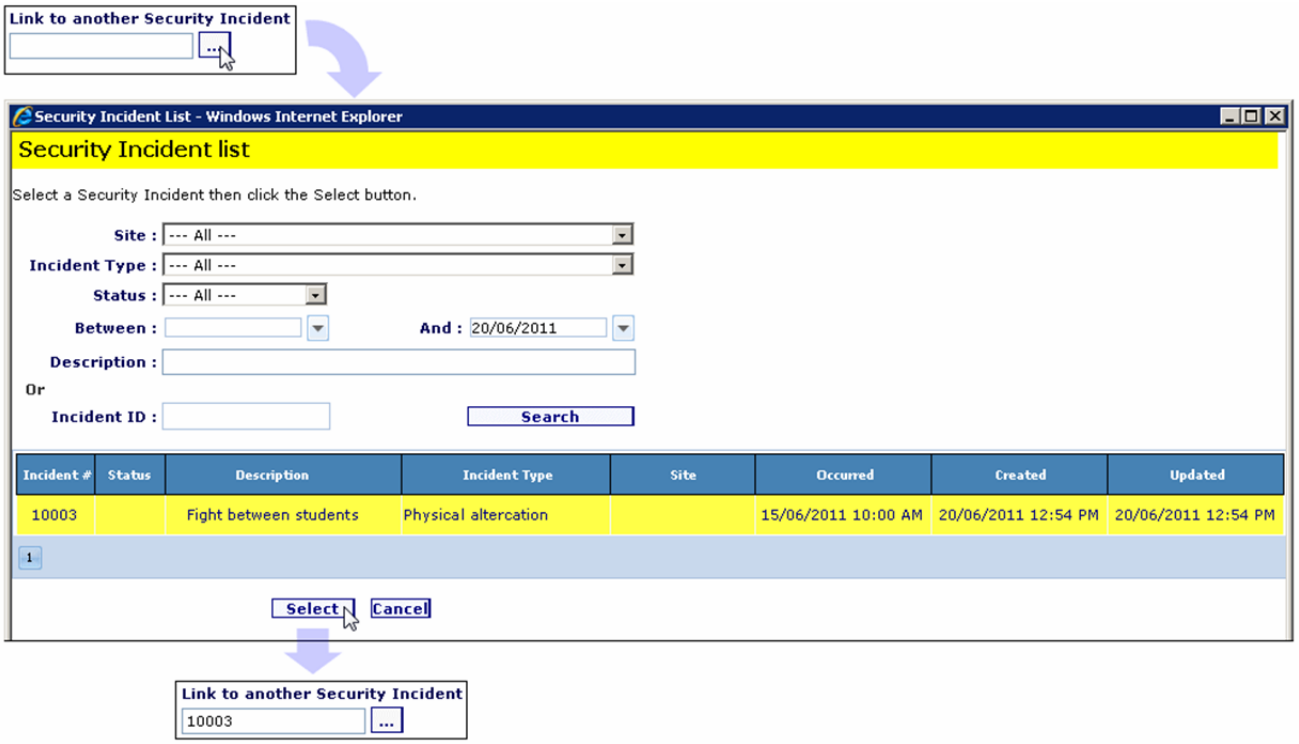
3.3.5 Step Two: Specify Details

3.3.5.1 How to Specify Incident Details

1. Select Incident Date and Time: This is a date range that reflects the most likely time range of the incident
    a. In the **Between** date field, enter a date in dd/mm/yyyy format or click the arrow to use the mini-calendar.
    b. In its corresponding time field, enter a time in hh:mm format.
    c. In the **And** date field, enter a date in dd/mm/yyyy format or click the arrow to use the mini-calendar.
    d. In its corresponding time field, enter a time in hh:mm format.
2. Specify Reporter (person who reported the incident to security)
    a. In the **ID type** field, enter the type of identification presented by the reporter.
    b. In the **ID Number** field, enter the ID number of the presented identification.
    c. In the **Name** field, enter the name of the reporter (see below if employee).
    d. In the **Date of Birth** field, enter the reporter's birthdate in dd/mm/yyyy format or click the arrow to use the mini-calendar.
    e. Indicate, by selecting the appropriate radio button, whether the reporter is a member of the company **staff**, a **student**, or a member of the **public** not affiliated with company and/or school.
        i. If an employee (**Staff** option), you can select the person's name by clicking on the **ellipsis** (**...**) button in the name field; functionality is identical to the Select Employee process from the Find Lost Property component.
    f. In the **Address** field, enter the address of the reporter.
    g. In the Contact Hours section:
        i. In the **Before Hours** field, enter a time range that indicates the best time that the incident reporter could be reached if needed.
        ii. In the **After Hours** field, enter a time range that indicates the best time that the incident reporter could be reached if needed.
        iii. In the **Mobile** field, enter the mobile phone number of the incident reporter.



3. Link to Another Security Incident
    a. If this incident is related to a previously recorded incident, click the **ellipsis** (**...**) button.
        i. The Security Incident List window appears.
        ii. By default, a list of all security incidents appears. To narrow down the list, use the search functionality (Find Security Incident) as needed.
    b. Click on the desired security incident.
        i. The incident will be highlighted in yellow.
    c. Click **Select**.
        i. The **Link to another Security Incident** field will be populated by the reference number of the linked incident.


Link to another Security Incident
...
Security Incident List - Windows Internet Explorer
Security Incident list
Select a Security Incident then click the Select button.
Site : --- All ---
Incident Type : --- All ---
Status : --- All ---
Between :
And : 20/06/2011
Description :
Or
Incident ID :
Search
Incident # | Status | Description | Incident Type | Site | Occurred | Created | Updated
10003 | | Fight between students | Physical altercation | | 15/06/2011 10:00 AM | 20/06/2011 12:54 PM | 20/06/2011 12:54 PM
1
Select
Cancel
Link to another Security Incident
10003
...

4. Finalise

a. When done, click **Save**.
    i. If all required fields were completed successfully, then the message, "The Security Incident was saved successfully" appears.
b. Click **Next**.

3.3.6 Step Three: Specify Property Details

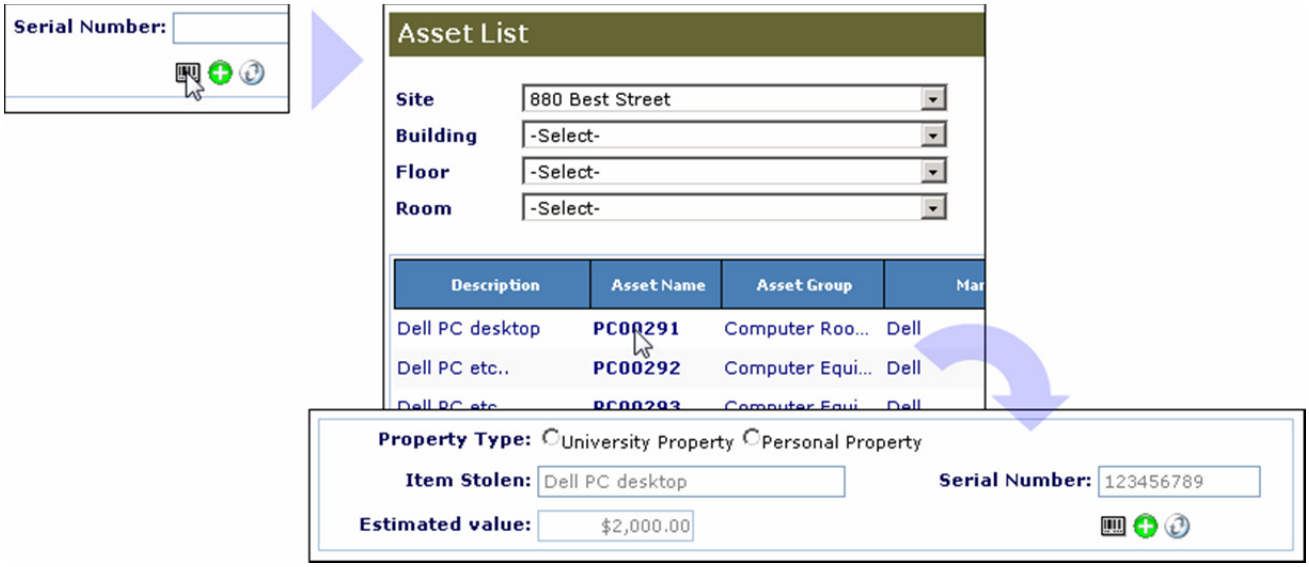
Purpose of Specifying Property Details
Identifying Stolen Property
Identifying Damaged Property

3.3.6.1 Purpose of Specifying Property Details

In this step you can specify whether the property has been stolen and/or damaged. The Incident Management module integrates with the Asset Management and the Work Order systems to identify stolen items and submit repair orders, respectively.

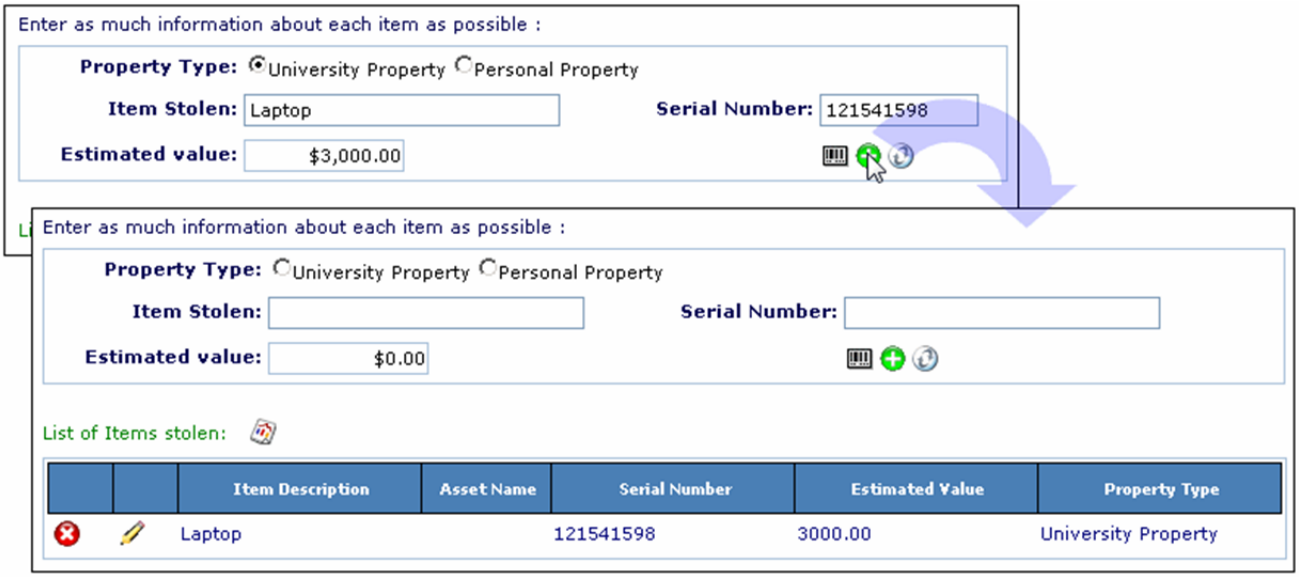
3.3.6.2 Identifying Stolen Property

1. Is the item an existing asset?.. if so, then you can search through the Asset Management module to identify the item:
    a. Click the bar-code icon .
        i. The Asset List panel appears — by default, all assets will be listed below the search fields.
    b. Select search criteria as needed.
    c. Click **Search**.
    d. Click on the Asset Name to add an item to the property details panel.
        i. To cancel the process without selecting an asset, click <BACK> on your browser interface to return to the Specify Property Details screen.
    e. Add the item to the stolen items list (as described below in step 3) and proceed with finalisation.



2. If the item is not an existing asset...
    a. Specify Item Details
        i. In the **Property Type** field, specify whether the property is considered to be University or Personal property.
        ii. In the **Item Stolen** field, enter the name of the item that was stolen.
        iii. In the **Estimated value** field, enter the value of the stolen item.
        iv. In the **Serial Number** field, enter the serial number of the stolen item.
        v. To clear entered data, click the clear icon as needed.
3. Stolen Items List

a. Click the green plus icon to add the item to the stolen items list.
b. The item will be added to the stolen items list.
c. Repeat the process to add more items to the list.

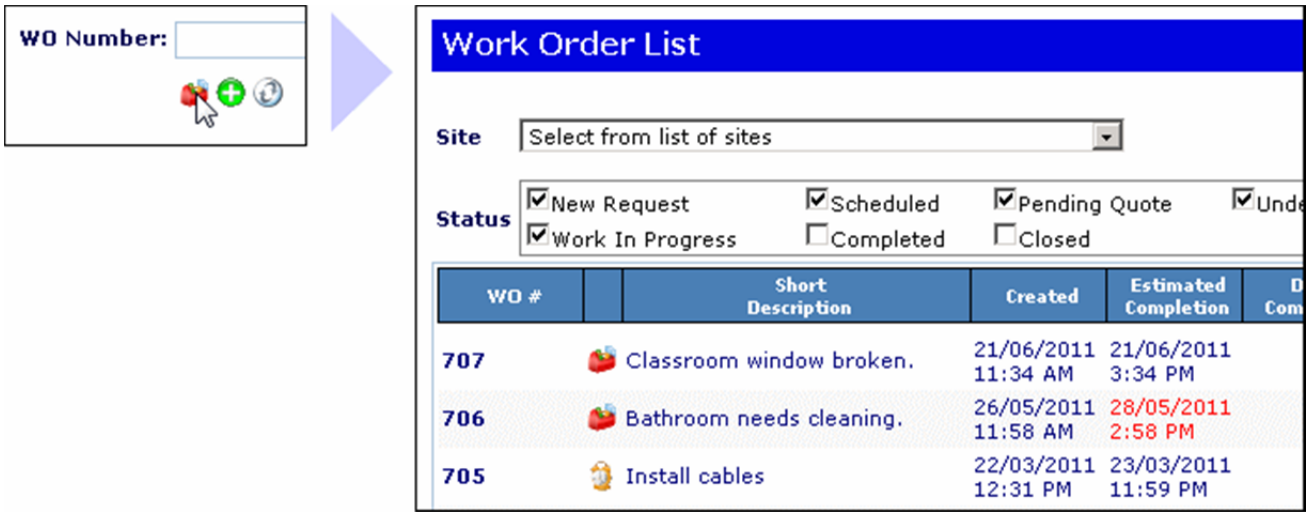


d. Usability
    i. To delete an item from the list:
        a. Click the red "x" icon.
    ii. To edit an item in the list:
        a. Click the pencil icon in the stolen items list.
            i. The green plus icon changes to a pencil icon and the item's content will re-appear in the text-entry fields above — edit as needed.
        b. Click the pencil icon when done.
            i. The item's content will be updated in the stolen items list.

4. Finalise
    a. Add damaged items, if needed.
    b. Click the **Save** icon.
    c. Click **Next**.

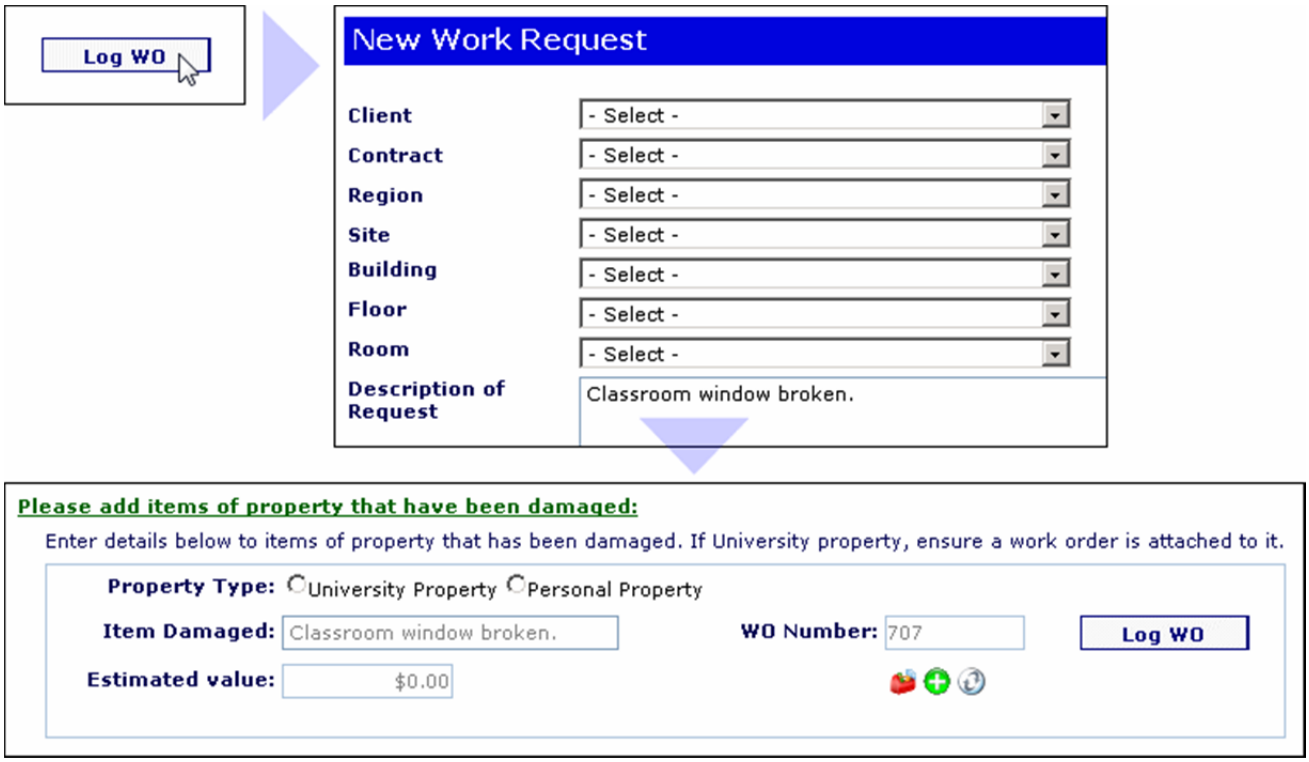
3.3.6.3 Identifying Damaged Property

1. Specify Item Details
    a. In the **Property Type** field, specify whether the property is considered to be University or Personal property.
    b. In the **Item Damaged** field, enter the name of the item that was damaged.
    c. In the **Estimated value** field, enter the value of the damaged item.
    d. Work Order Management
        i. If there is an existing work order number... search for the work order number and enter it in the **WO Number** field:
            a. Click the red work order icon.
                i. The Work Order List panel appears.
            b. Specify site and status search criteria as needed.
            c. Click **Search**.
            d. Review the list to view all work orders that match the specified criteria — take note of the desired work order number.
            e. When done, click <BACK> on your browser interface to return to the Specify Property Details screen.
            f. In the **WO Number** field, enter the work order number.
            g. Proceed with adding the item to the damaged items list.

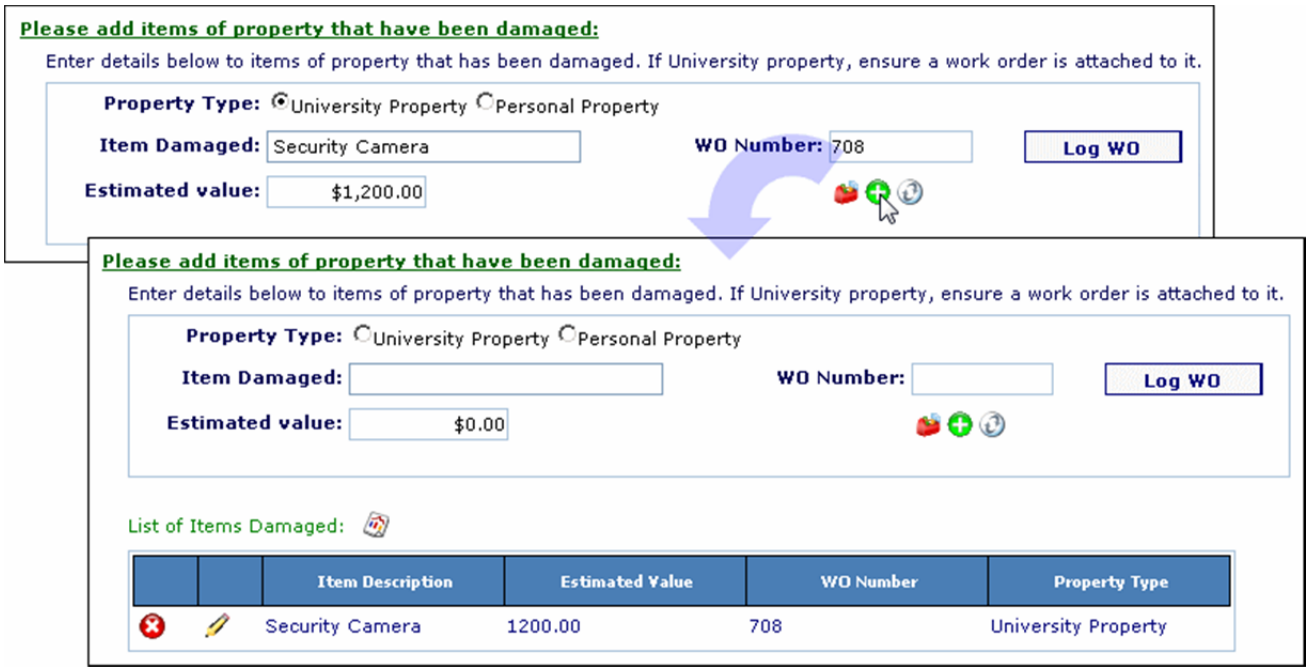


ii. If there is not an existing work order:
    a. Click **Log WO**.
        i. The New Work Request panel appears.
    b. In the **Client** field, select the appropriate client.
    c. In the **Contract** field, indicate the contract associated with the client and work order.
    d. In the **Region** field, select the appropriate region.
    e. In the **Site** field, select the site of the damaged item.
    f. In the **Building** field, select the site of the damaged item.
    g. In the **Floor** field, select the site of the damaged item.
    h. In the **Room** field, select the site of the damaged item.
    i. The **Description of Request** field should be pre-populated with descriptive content — modify if needed.
    j. In the **Priority** field, indicate the urgency of the work order.
    k. In the **Job Type** field, indicate the nature of the work (e.g., inspection, installation, etc.).
    l. In the **Service Type** field, select the most appropriate category of the work order.
    m. The **Requested By** field should be pre-populated with your name — modify if needed.
    n. In the **Customer Ref #** field, enter the customer reference number.
    o. Click **Create Request**.
        i. The Specify Property Details screen appears — the damaged item fields will be populated and a new work order number will be assigned.

e. To clear entered data, click the clear icon as needed.



2. Damaged Items List
    a. Click the green plus icon to add the item to the damaged items list.
        i. The item will be added to the damaged items list.
    b. Repeat the process to add more items to the list.
    c. Usability of the list is identical to the stolen items list.

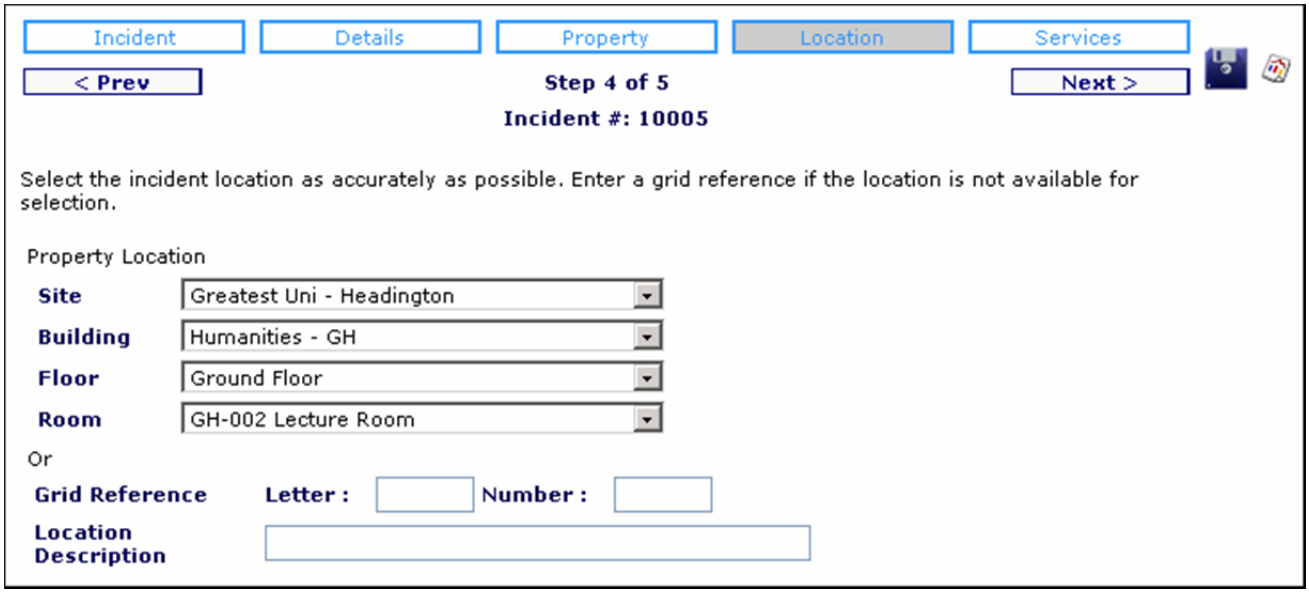

Please add items of property that have been damaged:
Enter details below to items of property that has been damaged. If University property, ensure a work order is attached to it.
Property Type: University Property Personal Property
Item Damaged: Security Camera
WO Number: 708
Log WO
Estimated value: $1,200.00
Please add items of property that have been damaged:
Enter details below to items of property that has been damaged. If University property, ensure a work order is attached to it.
Property Type: University Property Personal Property
Item Damaged:
WO Number:
Log WO
Estimated value: $0.00
List of Items Damaged:
Item Description
Estimated Value
WO Number
Property Type
Security Camera
1200.00
708
University Property

3. Finalise
    a. Click the **Save** icon .
    b. Click **Next**.

3.3.7 Step Four: Specify Location

3.3.7.1 How to Specify Location Details

1. Enter Location Details
    a. In the **Site** field, select the location of the incident.
    b. In the **Building** field, select the name of the building associated with the incident.
    c. In the **Floor** field, select the floor of the building associated with the incident.
    d. In the **Room** field, select the room associated with the incident.
    e. If you are aware of the location's map coordinates:
        i. In the **Letter** and **Number** grid reference fields, enter the letter and number coordinates of the location.
        ii. In the **Location Description** field, enter a brief description of the coordinate's location.
2. Finalise
    a. Click the **Save** icon .
    b. Click **Next**.



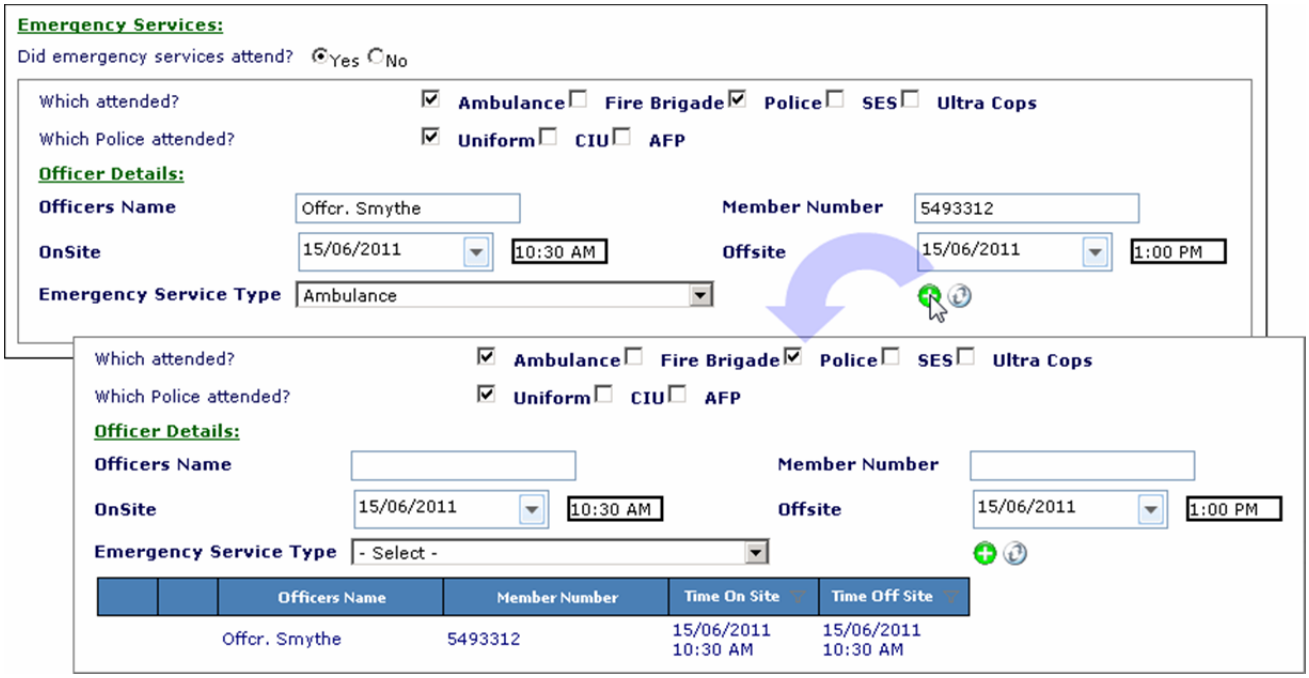
3.3.8 Step Five: Specify Services

3.3.8.1 How to Specify Emergency Services Details

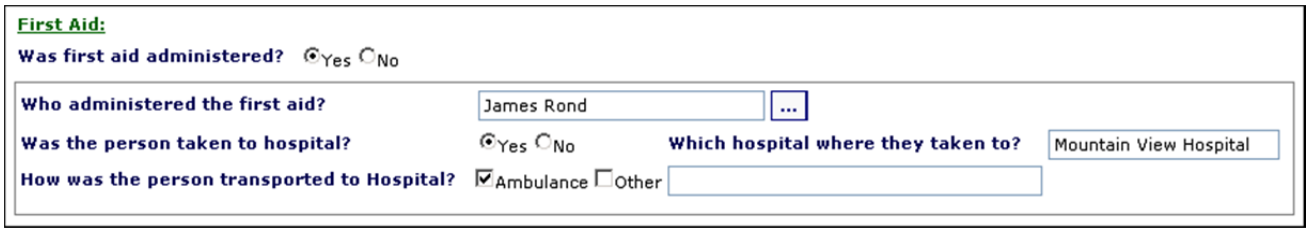
The Emergency Services screen uses a question & answer tree to determine the services, and details, required at the scene of the incident.

1. Emergency Services: Did Emergency Services Attend?
    a. No
        i. The Security Incident process is complete — click the **Save** icon to finalise.
    b. Yes: Complete Details
        i. In the **Which attended?** row, select the appropriate check-boxes to indicate which emergency service personnel attended the scene.
            a. Sub-options may appear for certain selections; for example, if Police is selected, the type of police may be listed.
        ii. In the **Officers Name** field, enter the name of the attending emergency officer.
        iii. In the **Member Number** field, enter the identification number of the attending emergency officer.
        iv. In the **OnSite** field, enter the date when the personnel arrived in dd/mm/yyyy format or click the arrow to activate the mini-calendar.
        v. In the associated **OnSite** field, enter the time when the personnel arrived in hh:mm format.

vi. In the **Offsite** field, enter the date when the personnel departed in dd/mm/yyyy format or click the arrow to activate the mini-calendar.
vii. In the associated **Offsite** field, enter the time when the personnel departed in hh:mm format.
viii. In the **Emergency Service Type** field, select the type of emergency service which the attending officer belonged (e.g., police, fire, ambulance, etc.).
ix. Attending Officer List
    a. Click the green plus icon to add the officer's details to the attending officer list.
    b. The officer's information will be added to the list.
    c. Repeat the process to add more officers to the list.
    d. Usability
        i. To delete an officer from the list:
            a. Click the red "x" icon.
        ii. To edit an officer in the list:
            a. Click the pencil icon in the attending officer list.
                i. The green plus icon changes to a pencil icon and the officer's content will re-appear in the text-entry fields above — edit as needed.
            b. Click the pencil icon when done.
                i. The officer's content will be updated in the attending officer list.



2. First Aid: Was First Aid Administered?
    a. No
        i. The Security Incident process is complete — click the **Save** icon to finalise.
    b. Yes
        i. In the **Who administered the first aid?** field, enter the name of the person who administered first aid.
        ii. If the person was an employee, click the **more (ellipsis: ...)** box to select the person from the Employee List.
        iii. In the **Was the person taken to hospital?** field, select **Yes** or **No** as appropriate.
            a. If Yes: In the **Which hospital were they taken to?** field, enter the name of the hospital.
        iv. In the **How was person transported to Hospital?** field, select **Ambulance** if an ambulance was used — if not, select **Other** and enter the type of transportation.


First Aid:
Was first aid administered? Yes No
Who administered the first aid?
James Rond
...
Was the person taken to hospital? Yes No
Which hospital where they taken to?
Mountain View Hospital
How was the person transported to Hospital? Ambulance Other

3. Finalise
    a. Click the **Save** icon .

4 Administration

4.1 Overview

Topics Discussed

Topics Discussed	Description
Launching Administration Component	This topic discusses the process of launching the Administration component from within the WSMplannet web interface.
Managing Incident Types	Incident types are used in the Find Security Incident and Add Security Incident components — they represent an organisational metadata field to which incidents can be categorised. This topic discusses the processes of adding and deleting incident types.
Managing Lost Item Types	Lost item types are used in the Find Lost Property and New Lost Property components — they represent an organisational metadata field to which items can be categorised. This topic discusses the processes of adding and deleting lost item types.
Managing Emergency Service Types	Emergency service types are used in Step 5 of the Incident Creation Process (Specify Services). They are used to determine the type of emergency personnel that attend the scene of an incident; examples include police, fire, and ambulance. This topic discusses the processes of adding & deleting parent/child emergency service types and how to activate/deactivate a service type.

4.2 Launching Administration Component

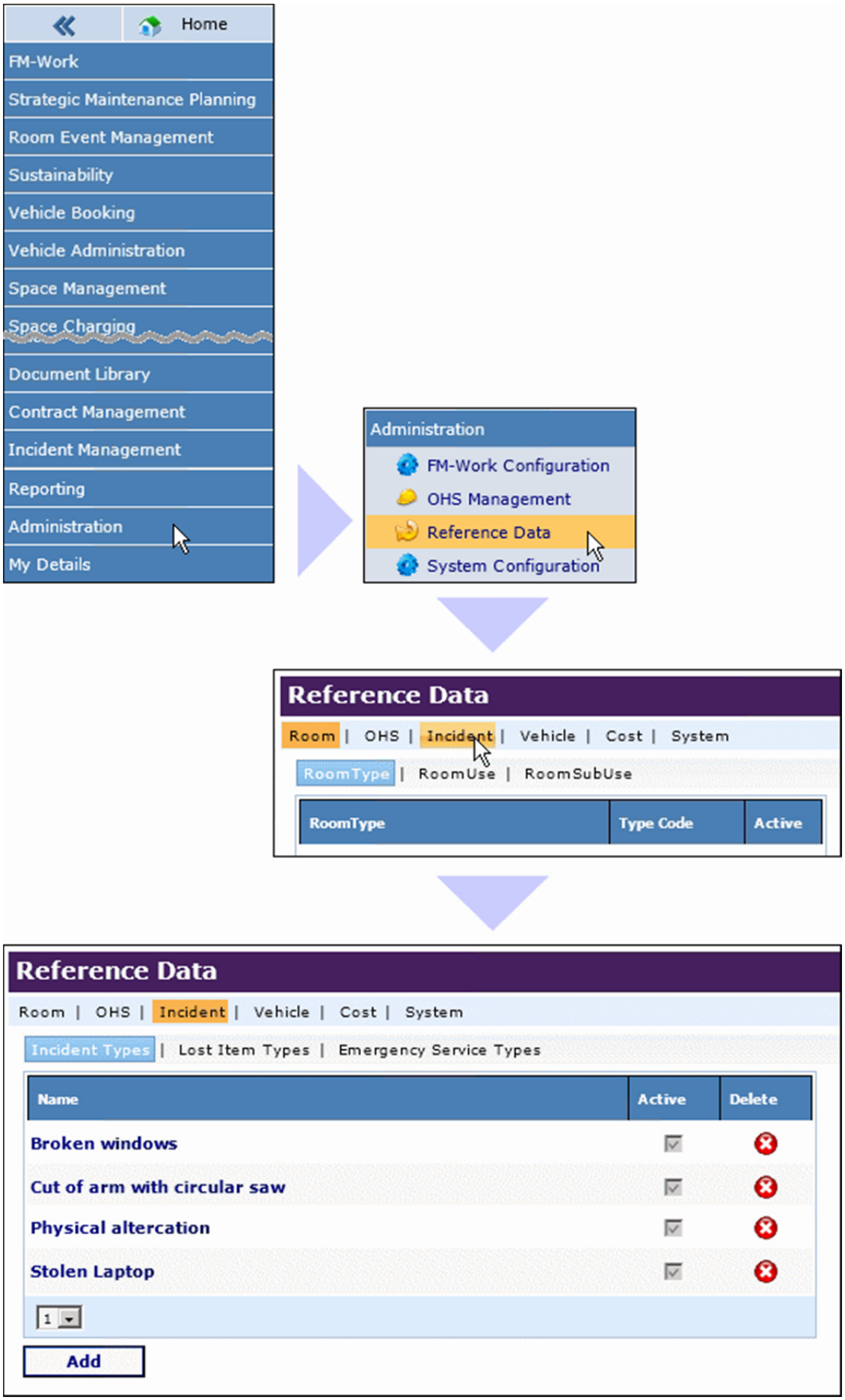
Introduction
How to Launch the Administration Component

4.2.1 Introduction

The Administration component enables an Administrator-level user to define the different types of incidents, lost items, and emergency services used in the Incident Management module.

4.2.2 How to Launch the Administration Component

1. In the Main Menu, click on **Administration**.
    a. The row will vertically expand to reveal the administration components for all WSMplannet modules.
2. Click **Reference Data**.
3. In the Reference Data panel, click **Incident**.
    a. The Incident Management data panel appears in the Content Area.


Home
FM-Work
Strategic Maintenance Planning
Room Event Management
Sustainability
Vehicle Booking
Vehicle Administration
Space Management
Space Charging
Document Library
Contract Management
Incident Management
Reporting
Administration
My Details
Administration
FM-Work Configuration
OHS Management
Reference Data
System Configuration
Reference Data
Room | OHS | Incident | Vehicle | Cost | System
RoomType | RoomUse | RoomSubUse
RoomType
Type Code
Active
Reference Data
Room | OHS | Incident | Vehicle | Cost | System
Incident Types | Lost Item Types | Emergency Service Types
Name
Active
Delete
Broken windows
Cut of arm with circular saw
Physical altercation
Stolen Laptop
1
Add

4.3 Incident Types

Introduction
How to Launch the Incident Types Panel
How to Add an Incident Type
How to Delete an Incident Type

4.3.1 Introduction

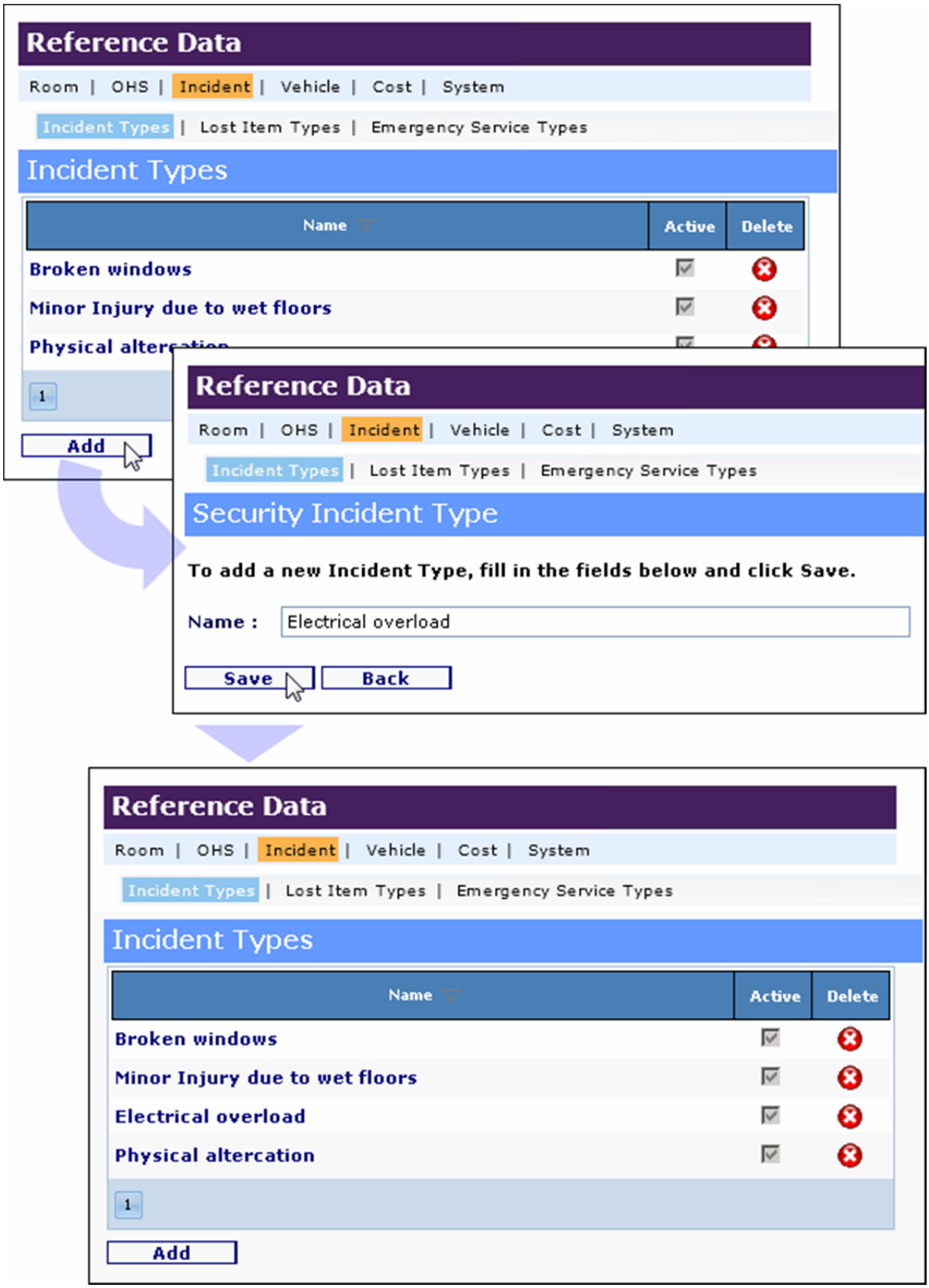
Incident types are used in the Find Security Incident and Add Security Incident components — they represent an organisational metadata field to which incidents can be categorised.

4.3.2 How to Launch the Incident Types Panel

By default, the Incident Types panel appears when you launch the Administration component.

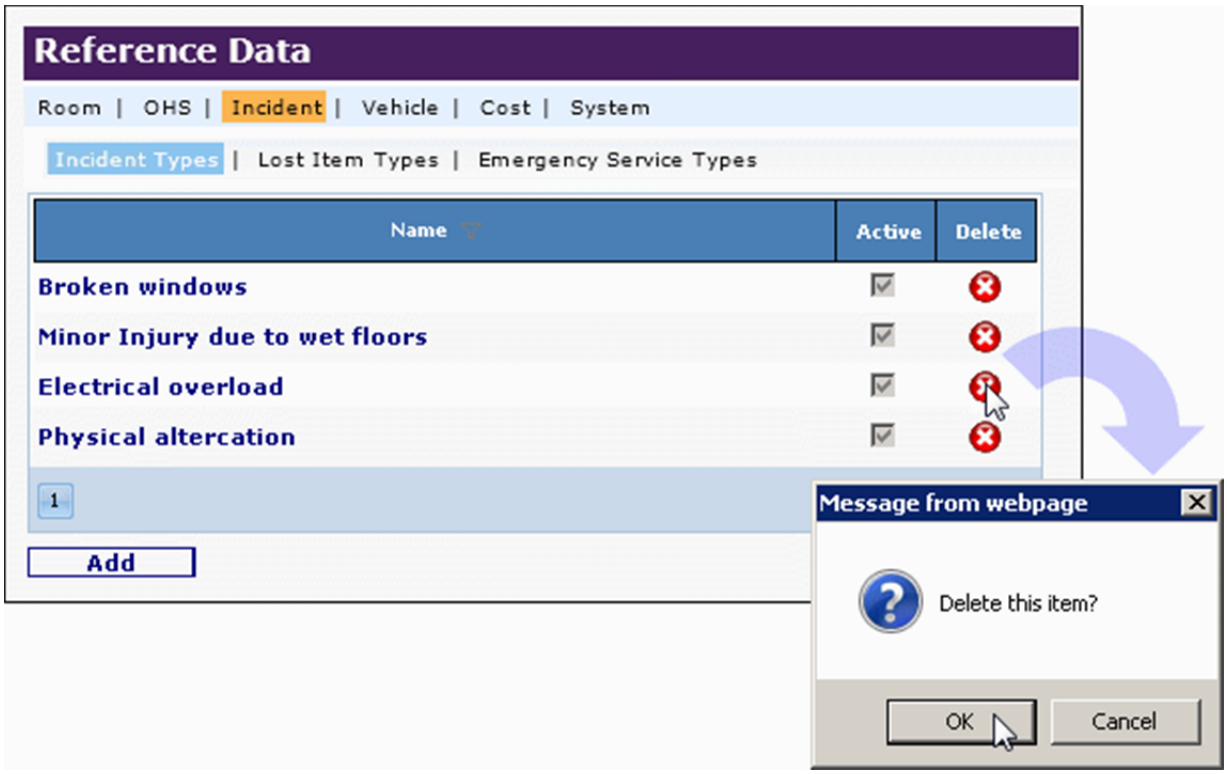
4.3.3 How to Add an Incident Type

1. Launch Administration component.
2. From the Incident Types panel, click **Add**.
    a. The Security Incident Type panel appears.
3. In the **Name** field, enter a name for the new incident type.
4. Click **Save**.
5. The new incident type will be added to the incident type list.
    a. Note that the new type will automatically be active/available for use.



4.3.4 How to Delete an Incident Type

1. Click the "X" icon for the incident type you wish to delete.
    a. A confirmation window appears.
2. Click **OK** to delete the incident type.



4.4 Lost Item Types

Introduction
How to Launch the Lost Item Types Panel
How to Add a Lost Item Type
How to Delete a Lost Item Type

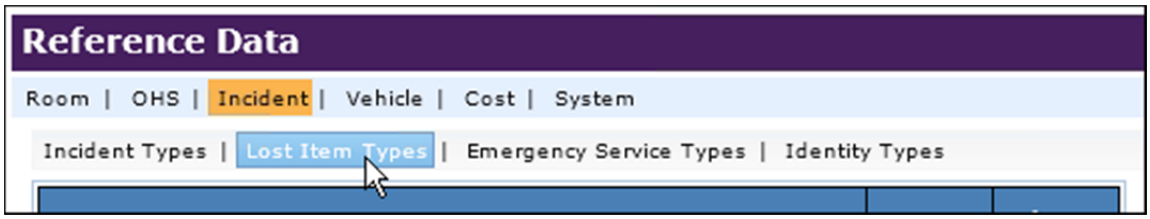
4.4.1 Introduction

Lost item types are used in the Find Lost Property and New Lost Property components — they represent an organisational metadata field to which items can be categorised.

4.4.2 How to Launch the Lost Item Types Panel

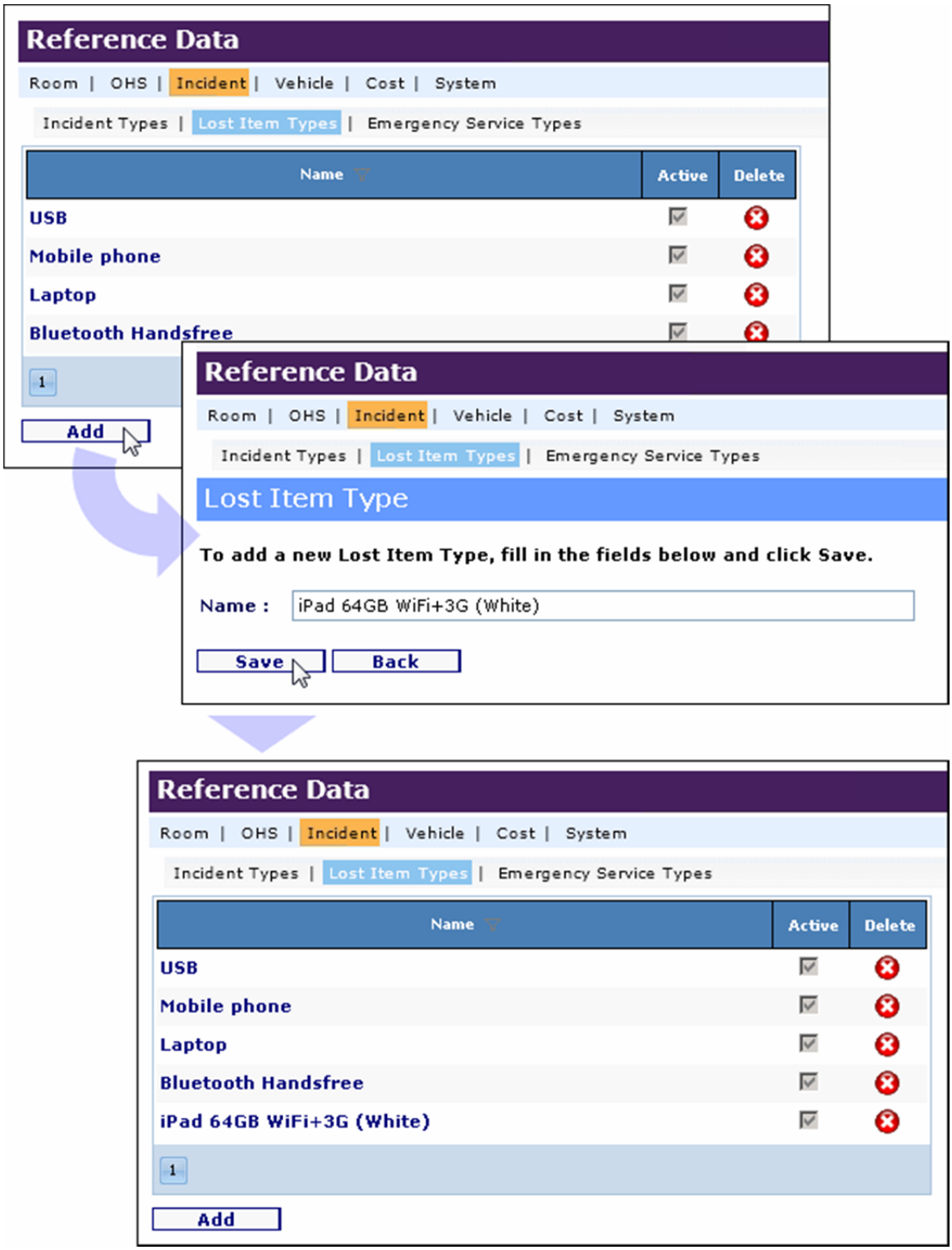
To launch the Lost Item Types panel:

1. Launch the Administration component.
2. Click **Lost Item Types**.


Reference Data
Room | OHS | Incident | Vehicle | Cost | System
Incident Types | Lost Item Types | Emergency Service Types | Identity Types

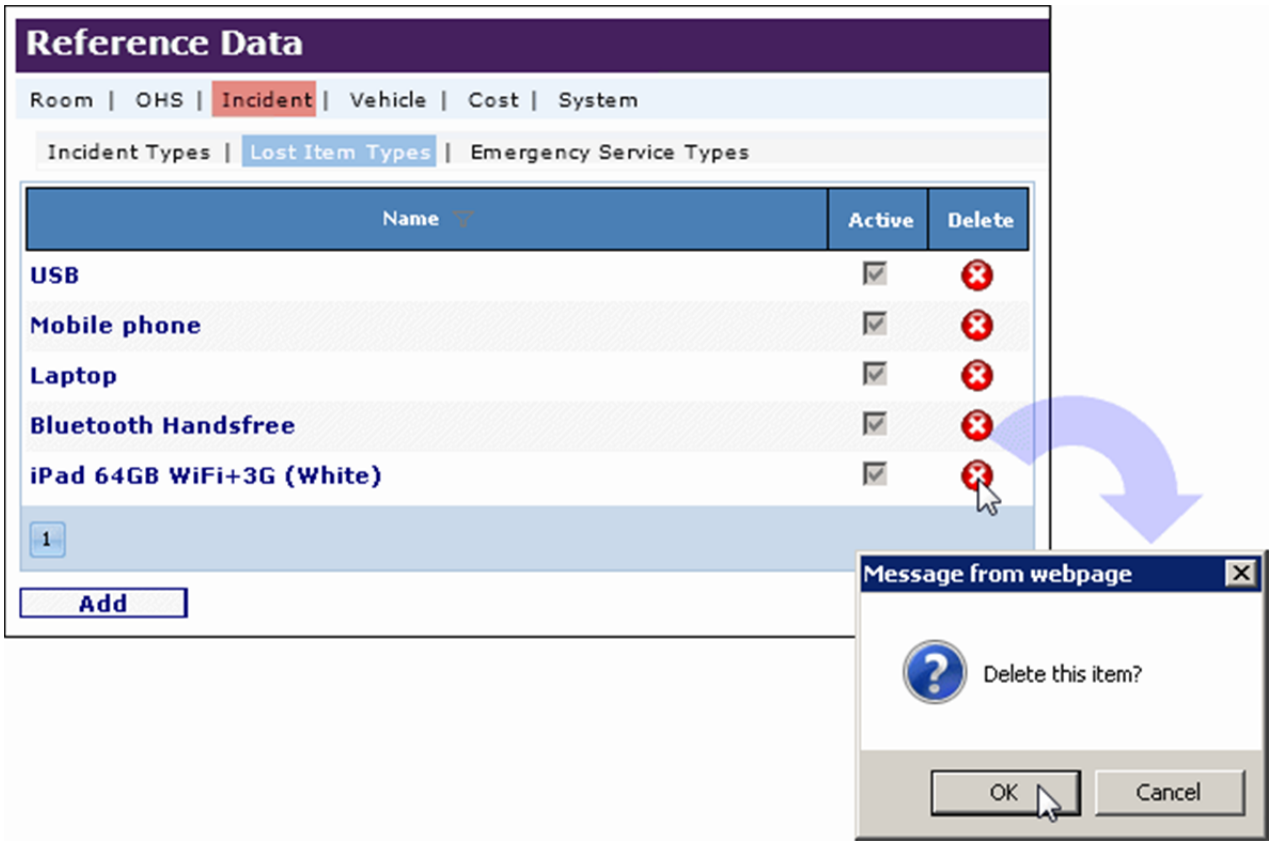
4.4.3 How to Add a Lost Item Type

1. From the Lost Item Types panel, click **Add**.
    a. The Lost Item Type panel appears.
2. In the **Name** field, enter a name for the new lost item type.
3. Click **Save**.
4. The new lost item type will be added to the lost item type list.
    a. Note that the new lost item type will automatically be active/available for use.



4.4.4 How to Delete a Lost Item Type

1. Click the "X" icon for the lost item type you wish to delete.
   a. A confirmation window appears.
2. Click **OK** to delete the lost item type.



4.5 Emergency Service Types

Introduction
How to Launch the Emergency Service Types Panel
Parent-Child Type Relationships
Activating/Deactivating an Emergency Service Type
How to Add a Parent-level Emergency Service Type
How to Add a Child-level Emergency Service Type
How to Delete an Emergency Service Type

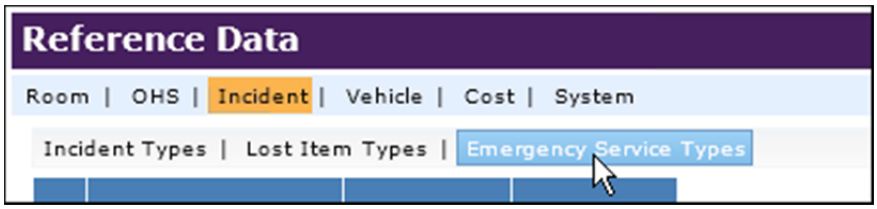
4.5.1 Introduction

Emergency service types are used in Step 5 of the Incident Creation Process (Specify Services). They are used to determine the type of emergency personnel that attend the scene of an incident; examples include police, fire, and ambulance.

4.5.2 How to Launch the Emergency Service Types Panel

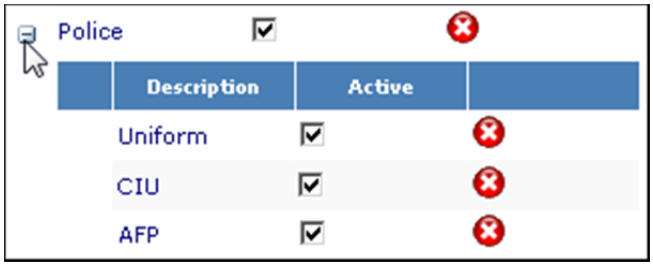
To launch the Emergency Service Types panel:

1. Launch the Administration component.
2. Click **Emergency Service Types**.



4.5.3 Parent-Child Type Relationships

Emergency service types can be expressed as standalone options (parent level) or with associated sub-options (child level). To view sub-options, expand the parent emergency service type when applicable. In the example below, expanding the Police type reveals the three sub-options of Uniform, CIU, and AFP.

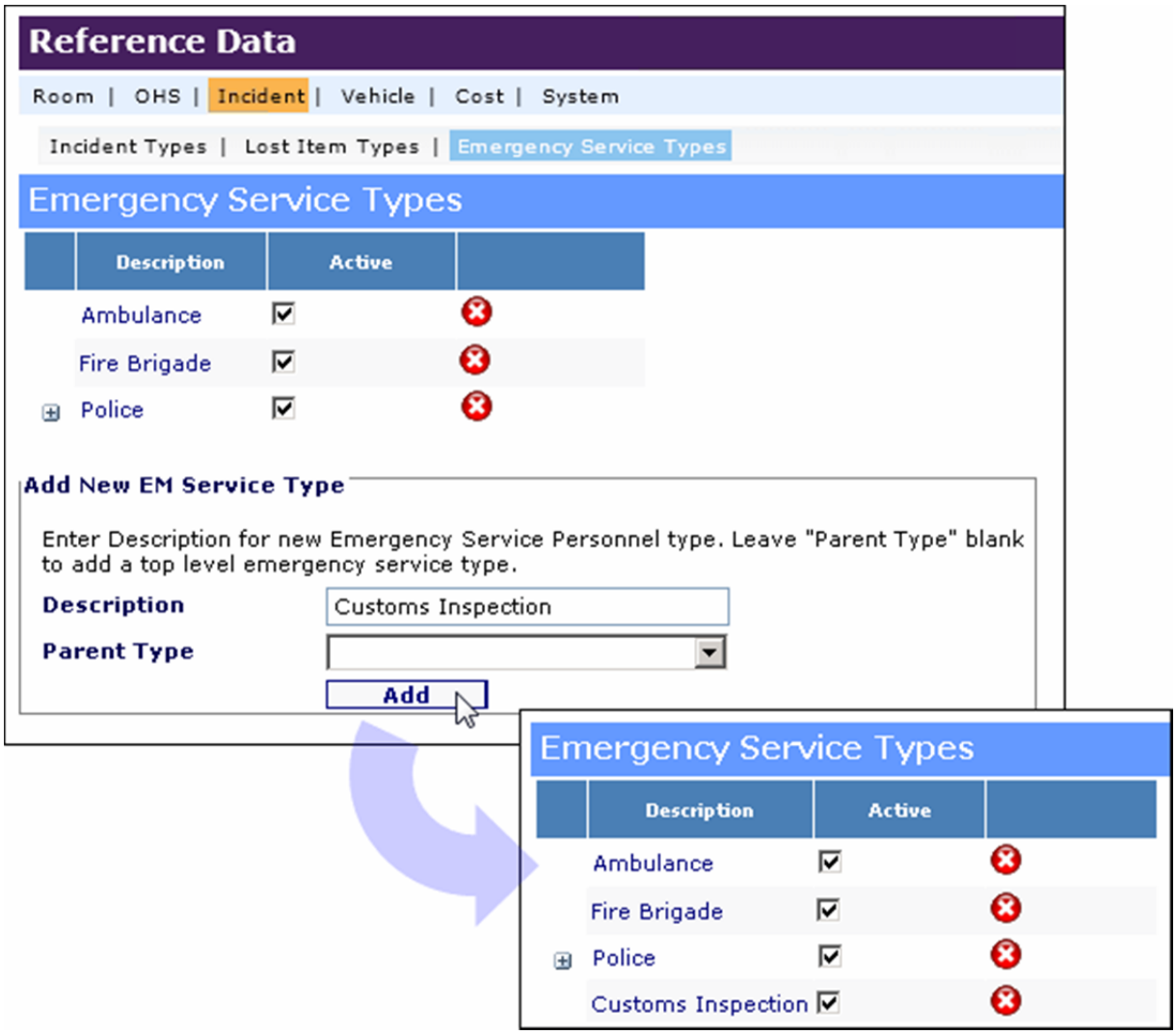


4.5.4 Activating/Deactivating an Emergency Service Type

1. To activate an emergency service type:
    a. Select its check-box.
2. To deactivate an emergency service type:
    a. De-select its check-box.

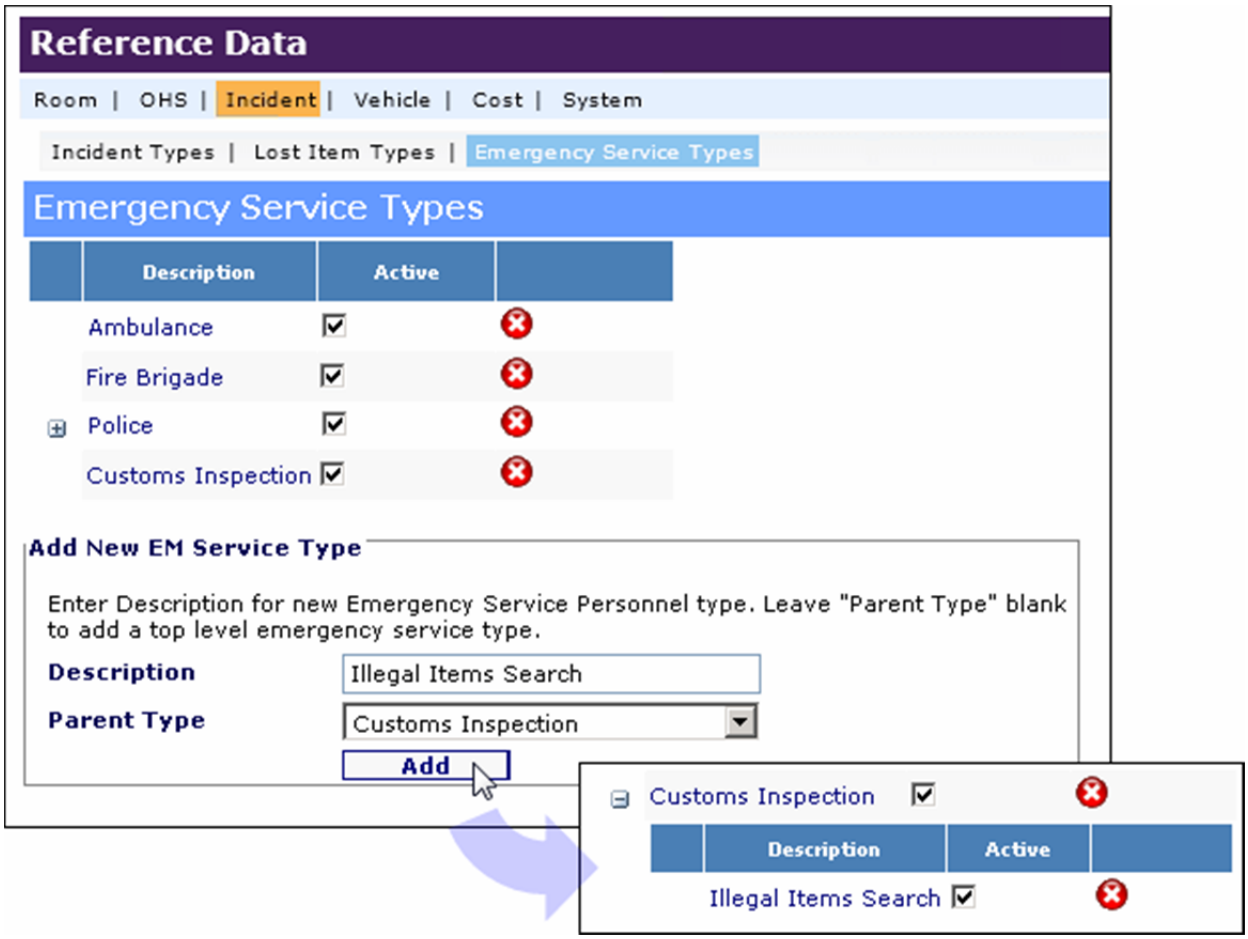
4.5.5 How to Add a Parent-level Emergency Service Type

1. In the Add New EM Service Type panel:
    a. In the **Description** field, enter a name for the emergency service type.
2. Click **Add**.
3. The new emergency service type will be added to the emergency service type list.



4.5.6 How to Add a Child-level Emergency Service Type

1. In the Add New EM Service Type panel:
    a. In the **Description** field, enter a name for the child-level emergency service type.
    b. In the **Parent Type** field, select the existing parent-level emergency service type.
2. Click **Add**.
    a. The new emergency service type will be added to the emergency service type list as a child of the selected parent-level emergency service type.



4.5.7 How to Delete an Emergency Service Type

1. Click the "X" icon for the emergency service type you wish to delete.
   a. A confirmation window appears.
2. Click **OK** to delete the emergency service type.